



Career Cluster Resources for Finance



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Introduction

The States' Career Cluster Initiative

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The U.S. Department of Education Office of Vocational and Adult Education (OVAE) has identified 16 career clusters representing career opportunities for the 21st century economy. These clusters will frame student opportunities as they pursue postsecondary education and a wide range of career opportunities from front-line to professional and managerial careers.

Helping students make their dreams become a reality was the driving force behind the nation's Career Clusters initiative launched June 1, 2001. Twelve lead states and the District of Columbia were partners in the development of the tools supporting eleven career clusters which, when combined with the five clusters that have already been developed, will represent all career possibilities.

The National Association of State Directors for Career and Technical Education Consortium (NASDCTEc) and their Board of Directors assumed leadership for coordinating the project. This in itself was unique for a project of this scope. The Board and the State Directors organization believed that this initiative was of such potential impact on the Career Technical delivery system in the country that they needed to play this leadership role in the project, assuring that the materials had utility in their states once completed. Therefore, the NASDCTEc in conjunction with the State of Oklahoma (the project fiscal agent) prepared and submitted a proposal to OVAE in January of 2001. This proposal was funded at a \$2.2 million dollar level, with expectations of a second year of funding of \$2.5 million. The plan to develop eleven curriculum frameworks was very aggressive, given that each of the prior projects, designed to develop and pilot test materials for a single cluster, had received in excess of \$1 million dollars for their multiyear development work.

The project was designed to establish curriculum frameworks and supportive materials for each cluster, with a broad-based advisory committee for each cluster, led by a state. There was also a National Advisory Committee consisting of members from each of the cluster committees, along with other stakeholders. The National and State Cluster advisory committees were responsible for identifying the frameworks, pathway and foundation knowledge and skills, and other supportive

materials. The committees included representatives from states, schools, education and training, business and industry, associations, and others directly impacted by the materials.

The development of materials for each of the eleven clusters was led by a different state, with business and industry at the helm. The lead states included: Idaho and Iowa (jointly leading the Agriculture, Food and Natural Resources cluster), Pennsylvania (Architecture and Construction), Ohio (Marketing, Sales and Service), North Dakota (Finance), West Virginia (Hospitality and Tourism), South Carolina (Business, Management and Administration), Kentucky (Human Services), Arkansas (Law, Public Safety and Security), North Carolina (Science, Technology, Engineering and Mathematics), Michigan (Education and Training), and Oklahoma and the District of Columbia/Washington D.C. (jointly leading the Government and Public Administration cluster).

The five additional career clusters included Health Science led by the State of Utah, Manufacturing led by the State of Indiana, Arts, Audio Video Technology and Communications led by the V-TECS Consortium, Information Technology led by the Educational Development Center, Inc., and Transportation, Distribution and Logistics Cluster led by the State of Illinois. These clusters plan to complete their work by June 30 of 2003.

To facilitate and coordinate the developmental work of the Cluster Initiative, staff was identified and housed at the Oklahoma Department of Career and Technical Education. The staff consisted of four Cluster Coordinators: Marsha Daves, Greg Dewald, Curtis Shumaker, and Pam Stacey. Additionally, Denise Christy provided research and web development support, Lisa Batchelder provided financial support, and Karan Smith provided administrative support.

Development work for the States' Career Clusters Initiative began June 1, 2001, and the first meeting of lead states, OVAE staff, and cluster staff was held in Oklahoma City in mid-June. At this meeting, project objectives, general direction, timelines, and the initial research goals were identified. This work continued through the fall and winter of 2001 and included the identification of cluster advisory committee members, the development of cluster frameworks based on the prototype cluster models provided by V-TECS, and the identification of occupations and draft pathways along with degrees and certificates associated with the career specialties/occupations in each of the clusters.

In January of 2002, the lead state teams were brought together in Phoenix to begin the process of developing knowledge and skill statements for each of the cluster pathways and foundations. Contracted writers and lead state cluster advisory committee members, depending upon

the decisions of cluster leadership, carried out this work. A part-time editor in Oklahoma provided consistency across the cluster knowledge and skill statements. One concern that was addressed early in the process was the need for a “common look and feel” across the clusters. Ultimately, this was accomplished not only for the eleven clusters in the States’ Career Clusters Initiative, but also through close cooperative relationships between the projects, all the cluster knowledge and skill statements were developed (or retro-fitted) using the same format. This format includes a knowledge/skill statement with associated performance elements and measurement criteria. This format provides the tools needed for curriculum and assessment developers as they take the materials to the classroom.

The National Advisory Committee met in March of 2002, and reviewed the curriculum frameworks, credentials list, and lead state advisory committee memberships and structures, and forwarded those materials to the Executive Committee for the Project. The Executive Committee, made up of the Board of the NASDCTEc, also met in March, approved the materials and discussed the future actions needed to assure implementation of the cluster materials.

Originally, the project was designed for a minimum of two years and was to include the identification of 110 pilot test sites across the country, along with the development of assessments and certifications for the clusters. The Office of Vocational and Adult Education, however, determined in November of 2001 that the goals of the project were “too broad”, and terminated the project as of September 30, 2002.

Development of the products needed for curriculum and assessment was fast-tracked, with the knowledge and skill statements, performance elements and measurement criteria ready for validation by July 15, 2002. This was the result of a major effort of lead state advisory committees and staff responding to the shortened timeline and the need for quality product.

Given the efforts of the developmental teams, cluster advisory committee members were able to review and validate the knowledge and skills and supporting elements. Additionally, a national web-based validation was conducted from July 15 to August 15, 2002. All 50 states were invited to a dissemination meeting held in Charleston, South Carolina Sept 13, 2002, where the materials were distributed to participants for their use in updating their curriculum.

For further information on the status of the materials, go to the web-site, <http://www.careerclusters.org/>.

Section I – Pathway Model



Planning, services for financial and investment planning, banking, insurance, and business financial management.

Sample Career Specialties / Occupations	Personal Financial Advisor•Tax Preparation• Sales Agents, Securities, Commodities•Investment Advisors•Brokerage Clerk (Assistant) •Development Officers	Accountants• Financial Analysts•Treasurers, Controllers and Chief Revenue Agents•Auditor•Economists•Tax Examiners•Collectors•Revenue Agents	Credit Analyst• Loan Officers•Bill and Account Collectors• Tellers•Loan Processors•Customer Service Reps•Data Processors•Accounting•Internal Auditors•Compliance Officers•Title Researchers & Examiners•Abstractors•Credit Report Providers•Repossession Agents•Network Services•Operations Managers•Debt Counselors	Claims Agents, Examiners, and Investigators• Claims Clerks•Insurance Appraisers•Underwriters• Actuaries•Sales Agents•Customer Service Agents•Processing Clerks•Direct Marketing
Pathways	Financial & Investment Planning	Business Financial Management	Banking & Related Services	Insurance Services
Cluster K&S	<p align="center">Cluster knowledge and skills</p> <p align="center">♦ Academic Foundations ♦ Communications ♦ Problem Solving and Critical Thinking ♦ Information Technology Applications ♦ Systems ♦ Safety, Health and Environmental ♦ Leadership and Teamwork ♦ Ethics and Legal Responsibilities ♦ Employability and Career Development ♦ Technical Skills</p>			



Section II – Cluster Knowledge and Skills

Cluster Knowledge and Skill Statement

Academic Foundations

Statement: *Apply reading skills to enhance financial career opportunities.*

Performance Element: Use reading skills to interpret and understand information.

Measurement Criteria: *Identify information sources.*

Measurement Criteria: *Collect information from a variety of reliable sources.*

Measurement Criteria: *Extract relevant information from information gathered.*

Performance Element: Use reading skills to interpret and understand information.

Measurement Criteria: *Follow written instructions.*

Measurement Criteria: *Apply written information to correctly perform task.*

Statement: *Apply writing skills to enhance financial career opportunities.*

Performance Element: Employ effective grammar to communicate in writing.

Measurement Criteria: *Use correct grammar.*

Measurement Criteria: *Use correct spelling.*

Measurement Criteria: *Use correct punctuation.*

Measurement Criteria: *Write complete sentences.*

Performance Element: Select appropriate programs/software to produce business documents.

Measurement Criteria: *Format business letters.*

Measurement Criteria: *Format memo.*

Measurement Criteria: *Format e-mails.*

Statement: *Apply mathematics skills to enhance financial career opportunities.*

Performance Element: Employ numbers and operations to solve mathematical problems.

Measurement Criteria: *Recognize relationships among numbers.*

Measurement Criteria: *Apply operations correctly.*

Measurement Criteria: *Calculate computations successfully.*

Performance Element: Use mathematical skills to make business decisions.

Measurement Criteria: *Predict reasonable estimations.*

Measurement Criteria: *Utilize ratios successfully.*

Measurement Criteria: *Apply statistical methods in data analysis.*

Measurement Criteria: *Analyze data to assure proper decision.*

Statement: *Apply economic skills to enhance financial career opportunities.*

Performance Element: Use economic skills to determine the role of global economics.

Measurement Criteria: *Identify foreign factors.*

Measurement Criteria: *Determine currency exchange.*

Measurement Criteria: *Evaluate foreign risk.*

Performance Element: Analyze regional and national economics to determine their roles.

in the total financial picture.

Measurement Criteria: *Identify demographic data.*

Measurement Criteria: *Identify geographical data.*

Measurement Criteria: *Identify socioeconomic data.*

Cluster Knowledge and Skill Statement

Communications

Statement: *Comprehend and use reading strategies to learn meaning, technical concepts, and vocabulary and follow directions.*

Performance Element: Determine and use reading strategy (skimming, reading for detail, reading for meaning and critical analysis) to determine purpose of text.

Measurement Criteria: *Use reading strategy to achieve intended purpose.*

Measurement Criteria: *Identify purpose of text.*

Measurement Criteria: *Identify complexity of text.*

Measurement Criteria: *Explain purpose of text.*

Performance Element: Analyze information read to learn meaning, technical concepts, vocabulary, and follow directions.

Measurement Criteria: *Determine relevance, accuracy, and appropriateness to purpose.*

Measurement Criteria: *Identify complexities and discrepancies in information.*

Measurement Criteria: *Analyze information presented in a variety of formats such as tables, lists, and figures.*

Measurement Criteria: *Identify key technical concepts and vocabulary.*

Measurement Criteria: *Follow all instructions as specifically given.*

Performance Element: Interpret, transcribe and communicate information, data, and observations to apply information learned from reading to actual practice.

Measurement Criteria: *Explain meaning of new terms, vocabulary and concepts.*

Measurement Criteria: *Interpret technical materials used.*

Measurement Criteria: *Summarize overall meaning of text.*

Measurement Criteria: *Write specific steps for applying information learned to task or new situation.*

Measurement Criteria: *Write set of directions for others sharing information learned and applying that to task or new situation.*

Statement: *Locate, organize, and reference written information from reliable sources to communicate with co-workers and customers.*

Performance Element: Locate written information to communicate with co-workers and customers.

Measurement Criteria: *Identify topic.*

Measurement Criteria: *Conduct information search using card catalog, keywords, and/or search engines.*

Measurement Criteria: *Locate variety of resources such as books, journals, and magazines.*

Measurement Criteria: *Locate information from electronic forms including the Internet.*

Measurement Criteria: *Organize resources to use key information.*

Performance Element: Organize information to use in written and oral communications.

Measurement Criteria: *Read and take notes from selected resources.*

Measurement Criteria: *Prepare outline that emphasizes major points with supporting data.*

Measurement Criteria: *Present information in organized, easy-to-follow manner.*

Measurement Criteria: *Prepare working bibliography according to MLA, APA, CBE, Chicago, depending on the warranted language style.*

Cluster Knowledge and Skill Statement

Performance Element: Document the source and proper reference to use in written information.

Measurement Criteria: *Prepare a bibliography according to MLA, APA, CBE, Chicago, depending on the warranted language style.*

Measurement Criteria: *Use parenthetical, footnotes and endnotes text citations accurately.*

Measurement Criteria: *Follow plagiarism and copyright rules and regulations.*

Statement: Use correct grammar, punctuation, and terminology to write and edit documents.

Performance Element: Compose multi-paragraph writing clearly, succinctly, and accurately to write documents.

Measurement Criteria: *Organize and arrange information for effective coherence.*

Measurement Criteria: *Report relevant information in order of occurrence.*

Measurement Criteria: *Interpret information, data, and observations correctly.*

Measurement Criteria: *Present main ideas and supporting facts.*

Performance Element: Use description of audience and purpose to prepare written documents.

Measurement Criteria: *Use technical terms and concepts.*

Measurement Criteria: *Incorporate and use references effectively and accurately.*

Measurement Criteria: *Report objective and/or subjective information.*

Performance Element: Use correct grammar, spelling, punctuation, and capitalization to prepare written documents.

Measurement Criteria: *Use correct grammar and sentence structure.*

Measurement Criteria: *Use correct spelling.*

Measurement Criteria: *Use correct punctuation and capitalization.*

Performance Element: Use computer skills to design and develop written and supporting material.

Measurement Criteria: *Use word processing software to develop text, charts, graphs, or figures correctly.*

Measurement Criteria: *Use presentation software to prepare visual support materials.*

Measurement Criteria: *Format written documents with appropriate font and layout for easy reading.*

Statement: Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.

Performance Element: Prepare oral presentation to provide information for intended purpose and audience.

Measurement Criteria: *Know subject matter well enough to be independent of written aids.*

Measurement Criteria: *Identify characteristics of the audience and adjust to their ability to understand.*

Measurement Criteria: *Use technical terms and concepts correctly.*

Measurement Criteria: *Use proper organization and structure to achieve coherence of major points.*

Cluster Knowledge and Skill Statement

Performance Element: Identify and prepare support materials to accompany oral presentation.

- Measurement Criteria:** *Identify media and visual aids appropriate to understand topic.*
- Measurement Criteria:** *Prepare visual aids and support materials for easy viewing and without error.*
- Measurement Criteria:** *Operate any equipment used with support materials smoothly and efficiently.*
- Measurement Criteria:** *Adhere to basic visual communication principles.*
- Measurement Criteria:** *Rehearse presentation as needed.*

Performance Element: Deliver presentation to sustain listener's attention and interest.

- Measurement Criteria:** *Deliver presentation without grammatical error.*
- Measurement Criteria:** *Speak clearly with appropriate volume, rate, and gestures while making and maintaining appropriate eye contact.*
- Measurement Criteria:** *Use support materials in the presentation that enhance understanding of the topic and the interest level of the audience.*
- Measurement Criteria:** *Stay within presentation time parameters.*
- Measurement Criteria:** *Evaluate listeners' interest and receptiveness.*
- Measurement Criteria:** *Use verbal and nonverbal feedback strategies to engage discussion and adjust message and delivery.*
- Measurement Criteria:** *Respond to questions and comments to presentation.*

Statement: Interpret verbal and nonverbal behaviors to enhance communication with co-workers and clients/participants.

Performance Element: Interpret verbal behaviors to enhance communication.

- Measurement Criteria:** *Identify verbal cues.*
- Measurement Criteria:** *Observe voice speed, voice quality and tone.*
- Measurement Criteria:** *Explain message conveyed by verbal behaviors.*

Performance Element: Interpret nonverbal behaviors to enhance communication.

- Measurement Criteria:** *Identify nonverbal cues.*
- Measurement Criteria:** *Observe eye contact, facial expressions, posture, gestures, and other body language.*
- Measurement Criteria:** *Explain message conveyed by nonverbal behaviors.*

Statement: Apply active listening skills to obtain and clarify information.

Performance Element: Interpret message/information given to clarify information.

- Measurement Criteria:** *Determine familiarity of discussion.*
- Measurement Criteria:** *Respond accordingly using appropriate verbal and non verbal language.*
- Measurement Criteria:** *Explain the message given in your own words.*

Performance Element: Respond with restatement and clarification techniques to clarify information.

- Measurement Criteria:** *Ask questions to seek or confirm understanding.*
- Measurement Criteria:** *Paraphrase and/or repeat information.*
- Measurement Criteria:** *Record and summarize information in written notes.*
- Measurement Criteria:** *Follow directions and/or respond in a positive way with clear, concise comments.*

Cluster Knowledge and Skill Statement

Statement: *Interpret and use tables, charts, and figures to support written and oral communication.*

Performance Element: Develop tables, charts, and figures to support written and oral communications.

Measurement Criteria: *Compile and arrange facts in organized manner for a table, chart, or figure.*

Measurement Criteria: *Document sources of data.*

Measurement Criteria: *Determine most appropriate way to display data for effective coherence.*

Measurement Criteria: *Prepare table, chart, graph, or figure for inclusion in publication or presentation.*

Performance Element: Interpret tables, charts, and figures used to support written and oral communication.

Measurement Criteria: *Evaluate reference or source of data for authenticity and reliability.*

Measurement Criteria: *Explain information presented in tables, charts, and figures.*

Measurement Criteria: *Prepare written summary of findings expressed in tables, charts, and figures.*

Cluster Knowledge and Skill Statement

Problem Solving and Critical Thinking

Statement: *Apply problem solving and critical thinking skills to resolve a problem.*

Performance Element: Determine appropriate strategies to solve problems.

Measurement Criteria: *Identify the problem.*

Measurement Criteria: *Determine possible solutions.*

Measurement Criteria: *Involve appropriate people.*

Measurement Criteria: *Review possible solutions.*

Measurement Criteria: *Determine best solution.*

Performance Element: Use group consensus strategy to solve a problem.

Measurement Criteria: *Communicate solution to people involved.*

Measurement Criteria: *Check for understanding.*

Measurement Criteria: *Prioritize implementation steps.*

Measurement Criteria: *Apply strategy to the problem.*

Cluster Knowledge and Skill Statement

Information Technology Applications

Statement: *Develop and access a database to manage general information.*

Performance Element: Use a database to organize customer information.

Measurement Criteria: *Create database.*

Measurement Criteria: *Access customer information.*

Measurement Criteria: *Analyze customer information.*

Measurement Criteria: *Interpret information to meet customer needs.*

Performance Element: Use computer technology to organize company information.

Measurement Criteria: *Create database.*

Measurement Criteria: *Access company information.*

Measurement Criteria: *Analyze company information.*

Measurement Criteria: *Interpret information to meet company objectives.*

Statement: *Apply technological tools to expedite workflow.*

Performance Element: Use available technology tools to increase work efficiency.

Measurement Criteria: *Use a telephone system.*

Measurement Criteria: *Use an e-mail system.*

Measurement Criteria: *Use a word processing program.*

Measurement Criteria: *Use a database program.*

Measurement Criteria: *Use a spreadsheet program.*

Measurement Criteria: *Use the Internet.*

Performance Element: Integrate available technology tools to process and perform services.

Measurement Criteria: *Enhance customer service.*

Measurement Criteria: *Improve company profitability.*

Measurement Criteria: *Increase employee productivity.*

Measurement Criteria: *Demonstrate presentation software to support presentations.*

Cluster Knowledge and Skill Statement

Systems

Statement: *Examine current events to determine their impact on the financial industry.*

Performance Element: Interpret financial elements to determine impact on consumer behavior.

Measurement Criteria: *Consider jobless rate.*

Measurement Criteria: *Consider current economic conditions.*

Measurement Criteria: *Consider individual risk tolerance.*

Measurement Criteria: *Consider income level.*

Performance Element: Interpret laws and regulations to determine the role of government in the financial industry.

Measurement Criteria: *Identify tax implications.*

Measurement Criteria: *Identify federal programs and regulations.*

Measurement Criteria: *Identify state programs.*

Measurement Criteria: *Identify municipal programs.*

Measurement Criteria: *Determine the influence of the Federal Reserve Board.*

Performance Element: Interpret world events to determine the impact of international affairs on the financial industry.

Measurement Criteria: *Review trade agreements.*

Measurement Criteria: *Explain military conflicts.*

Measurement Criteria: *Explain economic conditions of other nations.*

Measurement Criteria: *Evaluate foreign policy relations.*

Cluster Knowledge and Skill Statement

Safety, Health, and Environmental

Statement: *Implement safe and secure environmental controls to enhance productivity.*

Performance Element: Acquire knowledge of federal and state regulations to support a safe environment.

Measurement Criteria: *Identify applicable regulations.*

Measurement Criteria: *Implement procedures for compliance.*

Measurement Criteria: *Recognize penalties for noncompliance.*

Performance Element: Evaluate security issues to minimize loss.

Measurement Criteria: *Identify causes of risk.*

Measurement Criteria: *Take routine security precautions.*

Measurement Criteria: *Apply procedures to handle and report workplace security and safety infractions.*

Cluster Knowledge and Skill Statement

Leadership and Teamwork

Statement: *Manage resources to achieve company goals.*

Performance Element: **Exhibit leadership ability to manage staff.**

Measurement Criteria: *Staff the business operation adequately.*

Measurement Criteria: *Implement techniques to motivate staff.*

Measurement Criteria: *Resolve employee complaints and grievances.*

Measurement Criteria: *Assess employee performance.*

Measurement Criteria: *Maintain fiscal control of the business.*

Measurement Criteria: *Maximize efficiencies.*

Performance Element: **Foster teamwork to improve quality of work.**

Measurement Criteria: *Employ techniques to build employee morale.*

Measurement Criteria: *Participate as a team member.*

Measurement Criteria: *Demonstrate interpersonal skills in team working relationships.*

Measurement Criteria: *Demonstrate patience and nonjudgmental attitude.*

Measurement Criteria: *Encourage cooperation between departments/levels.*

Cluster Knowledge and Skill Statement

Ethics and Legal Responsibilities

Statement: *Practice ethical behavior to instill trust and confidence.*

Performance Element: Exhibit professional conduct to build trust.

Measurement Criteria: *Exhibit respect for others.*

Measurement Criteria: *Accept responsibility for actions.*

Measurement Criteria: *Demonstrate honesty and integrity.*

Measurement Criteria: *Select products to meet customer needs.*

Performance Element: Interpret industry laws and regulations to assure compliance.

Measurement Criteria: *Apply industry regulations to business practices.*

Measurement Criteria: *Research specific information regarding laws and regulations.*

Measurement Criteria: *Identify major regulations that apply to specific situations.*

Measurement Criteria: *Conduct business within regulatory guidelines.*

Statement: *Analyze practices of the finance industry to determine ethics and social responsibilities.*

Performance Element: Apply ethical practices and responsibilities to business operations.

Measurement Criteria: *Explain the difference between an ethical business practice and a legal responsibility.*

Measurement Criteria: *Identify the ethical issues in a given situation.*

Measurement Criteria: *Explain alternative strategies to address unethical and illegal actions.*

Cluster Knowledge and Skill Statement

Employability and Career Development

Statement: *Develop employability skills to obtain a career in finance.*

Performance Element: Identify job requirements and characteristics to secure a position.

Measurement Criteria: *Identify personal interests and aptitudes.*

Measurement Criteria: *Analyze career information.*

Measurement Criteria: *Identify career skills required.*

Measurement Criteria: *Identify educational and credential requirements.*

Measurement Criteria: *Determine employer expectations.*

Performance Element: Obtain necessary skills and knowledge to meet position requirements.

Measurement Criteria: *Obtain required education.*

Measurement Criteria: *Obtain credentials and certifications.*

Statement: *Pursue career development skills to advance in the financial world.*

Performance Element: Apply skills to meet or exceed employer expectations.

Measurement Criteria: *Demonstrate regular attendance.*

Measurement Criteria: *Exhibit pride in work.*

Measurement Criteria: *Display initiative.*

Measurement Criteria: *Embrace change and flexibility.*

Measurement Criteria: *Demonstrate willingness to learn new knowledge and skills.*

Performance Element: Participate in job-enhancing activities to achieve career success.

Measurement Criteria: *Participate in industry's organizations and associations.*

Measurement Criteria: *Participate in civic organizations.*

Measurement Criteria: *Participate in corporate events.*

Measurement Criteria: *Continue educational training.*

Statement: *Exhibit personal skills needed to succeed in the workplace.*

Performance Element: Apply personal skills and talents to enhance work performance.

Measurement Criteria: *Demonstrate self-discipline.*

Measurement Criteria: *Demonstrate self-worth.*

Measurement Criteria: *Demonstrate leadership.*

Measurement Criteria: *Demonstrate teamwork.*

Measurement Criteria: *Demonstrate integrity.*

Measurement Criteria: *Maintain a positive attitude.*

Measurement Criteria: *Handle stress in an appropriate manner.*

Cluster Knowledge and Skill Statement

Technical Skills

Statement: *Use computer and electronic skills to perform job functions in the financial industry.*

Performance Element: Operate appropriate equipment to perform specific job functions.

Measurement Criteria: *Operate calculator correctly.*

Measurement Criteria: *Operate computer with related software.*

Measurement Criteria: *Operate presentation equipment.*

Performance Element: Apply fundamental finance concepts to perform professionally.

Measurement Criteria: *Demonstrate accounting procedures.*

Measurement Criteria: *Demonstrate marketing principles.*

Measurement Criteria: *Utilize customer service skills.*

Section III – Pathway Knowledge and Skills

PATHWAY: Financial & Investment Planning

Pathway Topic: Product Knowledge

Pathway KS Statement: *Examine characteristics to distinguish between stocks, bonds, and commodities.*

Performance Element: Compare stocks, bonds, and commodities to determine advantages.

Measurement Criteria: *Define stock, bond, and commodity.*

Measurement Criteria: *Determine appropriate use of stocks, bonds, and commodities.*

Performance Element: Process stocks, bonds, and commodity investments to calculate rates of return.

Measurement Criteria: *Identify initial investment.*

Measurement Criteria: *Identify the current value of the investment.*

Measurement Criteria: *Identify the length of time the investment is held.*

Measurement Criteria: *Calculate the performance of the investment product.*

Performance Element: Process stocks, bonds, and commodity investments to assess the risks involved.

Measurement Criteria: *List the risks of owning stocks, bonds, and commodities.*

Measurement Criteria: *Determine the acceptable risk tolerance of owning stocks, bonds, and commodities.*

Pathway KS Statement: *Examine characteristics to distinguish between insurance and annuity products.*

Performance Element: Compare insurance and annuities to determine advantages.

Measurement Criteria: *Define insurance and annuity.*

Measurement Criteria: *Determine appropriate use of insurance and annuities.*

Performance Element: Process information to explain insurable risk.

Measurement Criteria: *Identify risk hazards and perils.*

Measurement Criteria: *Describe the four risk management techniques.*

Performance Element: Compare term and whole life insurance to determine advantages.

Measurement Criteria: *List the characteristics of term and whole life insurance.*

Measurement Criteria: *Determine appropriate use of term and whole life insurance.*

Performance Element: Describe the two basic types of annuities to meet client needs.

Measurement Criteria: *Define immediate annuity and deferred annuity.*

Measurement Criteria: *Determine appropriate use of immediate annuity and deferred annuity.*

Performance Element: Process annuity investment to calculate the return on investment.

Measurement Criteria: *Identify the amount of the initial annuity contribution.*

Measurement Criteria: *Identify the current value of the annuity contribution.*

Measurement Criteria: *Identify the length of time the annuity is held.*

Pathway KS Statement: *Examine characteristics to distinguish between secured and unsecured credit.*

Performance Element: Compare secured and unsecured credit to determine

Pathway Topic: Product Knowledge

advantages.

Measurement Criteria: Define secured and unsecured credit.

Measurement Criteria: Identify the sources of secured and unsecured credit.

Measurement Criteria: Determine appropriate use of secured and unsecured credit.

Performance Element: Compare secured vs. unsecured credit to arrive at cost factors and determine advantages.

Measurement Criteria: Determine the annual percentage rate of interest.

Measurement Criteria: Determine the length of the repayment period.

Measurement Criteria: Determine the initial costs.

Pathway KS Statement: Follow appropriate steps to develop an investment plan.

Performance Element: Prepare money management documents to meet needs of client.

Measurement Criteria: Develop an income and expense statement.

Measurement Criteria: Develop a balance sheet.

Performance Element: Review family needs to identify risk tolerance.

Measurement Criteria: Compare risk and reward.

Measurement Criteria: Define inflation, industry, market, and interest rate risks.

Measurement Criteria: Analyze time issues of families in various stages of life cycle.

Performance Element: Process information to project rates of return.

Measurement Criteria: Compare rates of return between stocks, bonds, savings instruments, and annuities.

Measurement Criteria: Analyze risks associated with stocks, bonds, savings instruments, and annuities.

Performance Element: Select appropriate investment to provide desired rate of return.

Measurement Criteria: Match individual life cycle stages with appropriate risks.

Measurement Criteria: Match individual life cycle stages with appropriate investment vehicles.

Pathway KS Statement: Develop a financial plan to address client needs.

Performance Element: Review client's financial information to determine current financial situation.

Measurement Criteria: Interpret a balance sheet.

Measurement Criteria: Analyze expenditure patterns.

Measurement Criteria: Interpret a tax return.

Performance Element: Review appropriate information to set financial goals.

Measurement Criteria: Define goals.

Measurement Criteria: List five typical financial goals for members in each life cycle stage.

Measurement Criteria: Design an implementation plan.

Measurement Criteria: Describe an evaluation process appropriate to financial planning.

Pathway Topic: Product Knowledge

Performance Element: Review appropriate information to recommend a financial plan.

Measurement Criteria: *Describe alternative mediums/methods for presenting a financial plan.*

Measurement Criteria: *Develop two methods of soliciting feedback from clients.*

Performance Element: Review appropriate information to evaluate the success of a financial plan.

Measurement Criteria: *Calculate the rate of return on investments.*

Measurement Criteria: *Compare goals and outcomes of the plan.*

Measurement Criteria: *Review a plan for appropriate actions/implementation.*

Pathway KS Statement: *Use tax preparation procedures to determine tax liability.*

Performance Element: Review previous tax returns to establish a client tax history.

Measurement Criteria: *Describe the five filing statuses.*

Measurement Criteria: *List sources of income.*

Measurement Criteria: *List sources of deductions taken.*

Measurement Criteria: *Determine if estimated taxes were paid.*

Performance Element: Review income, deductions, and credits to determine current financial position.

Measurement Criteria: *List types of income, deductions, and credits.*

Measurement Criteria: *Calculate the tax benefit of a deduction and credit.*

Measurement Criteria: *Calculate the cost of income sources.*

Performance Element: Reference the latest tax code to guide tax return preparation.

Measurement Criteria: *Identify the purpose of tax forms and schedules.*

Measurement Criteria: *Accurately complete the form.*

Measurement Criteria: *Accurately calculate the tax liability.*

Pathway Topic: Federal/State Regulations

Pathway KS Statement: *Review most current state and federal regulations to apply the tax code professionally.*

Performance Element: Check earnings and sources to establish gross income.

Measurement Criteria: *List types of income that are taxable.*

Measurement Criteria: *List types of income that are non-taxable.*

Performance Element: Examine all qualifying conditions to determine tax exclusions.

Measurement Criteria: *List seven tax exclusions.*

Measurement Criteria: *Calculate the cash benefit of an identified tax exclusion.*

Performance Element: Review life-style and family status to determine a tax deduction.

Measurement Criteria: *List seven basic types of itemized deductions.*

Measurement Criteria: *Calculate the cash benefit of an identified tax deduction.*

Performance Element: Examine state and federal laws to identify tax credits.

Measurement Criteria: *List five tax credits.*

Pathway Topic: Federal/State Regulations

Measurement Criteria: Calculate the cash benefit of an identified tax credit.

Performance Element: Explain estimated tax payments to help client manage unanticipated income.

Measurement Criteria: Explain the rules requiring estimated tax payments.

Measurement Criteria: Determine types of clients who may need to use estimated tax payments.

Performance Element: Review the purpose of tax reporting forms to properly complete six basic schedules and forms.

Measurement Criteria: Differentiate between Forms 1040, 1040A and 1040EZ.

Measurement Criteria: Explain the use of Schedule A.

Measurement Criteria: Explain the use of Schedule B.

Measurement Criteria: Explain the use of Schedule D.

Pathway KS Statement: Research the regulatory requirements of financial and investment planning and security sales to assure compliance with codes.

Performance Element: Examine federal publications to identify the regulatory requirements of federal agencies.

Measurement Criteria: Explain the requirements of the Securities Exchange Commission.

Measurement Criteria: Explain the requirements of the CFTC.

Performance Element: Review appropriate state and self-regulatory materials to identify regulatory requirements.

Measurement Criteria: Explain the requirements for an identified state.

Measurement Criteria: Explain the requirements of the NASD.

Pathway KS Statement: Plan appropriate education activities to achieve licensing and certification requirements.

Performance Element: Examine licensing requirements to complement career goals.

Measurement Criteria: Identify the purpose of licensing.

Measurement Criteria: Identify which groups govern licensing procedures.

Measurement Criteria: Identify the three most often used components of licensing.

Measurement Criteria: Identify examination requirements for particular investment products or advice.

Performance Element: Examine certification requirements to plan career goals.

Measurement Criteria: Identify the purpose of certification.

Measurement Criteria: Identify which groups govern certification procedures.

Measurement Criteria: Identify the three most often used components of certification.

Pathway Topic: Customer Service

Pathway KS Statement: Use appropriate methods to communicate with clients.

Performance Element: Use people skills to greet and dismiss clients.

Measurement Criteria: Welcome the client.

Measurement Criteria: Direct the client.

Measurement Criteria: Treat the client in a courteous manner.

Pathway Topic: Customer Service

Performance Element: Use appropriate responses to address client inquiries.

Measurement Criteria: Provide the client with accurate and necessary information.

Measurement Criteria: Reflect company policy in responses.

Measurement Criteria: Address client inquiries in a polite and courteous manner.

Performance Element: Use appropriate methods to handle telephone and electronic communication.

Measurement Criteria: Respond to the inquiries.

Measurement Criteria: Communicate in a professional and courteous manner.

Measurement Criteria: Record and forward information accurately.

Pathway KS Statement: Exercise appropriate techniques to interview clients.

Performance Element: Identify ways to gather information.

Measurement Criteria: Describe an information intake form.

Measurement Criteria: Describe methods for verbally gathering information.

Performance Element: Use telephone and in-person methods to interview clients.

Measurement Criteria: Explain telephone interviewing.

Measurement Criteria: Describe in-person interviewing.

Performance Element: Ask well-planned questions to conduct an effective interview.

Measurement Criteria: Plan follow-up questions.

Measurement Criteria: Use open-ended questions.

Measurement Criteria: Use close-ended questions.

Pathway KS Statement: Use people skills to conduct client conferences.

Performance Element: Develop an agenda to conduct a client conference.

Measurement Criteria: Develop a basic agenda for the first client conference.

Measurement Criteria: Develop an agenda for a client conference to make recommendations.

Measurement Criteria: Develop an agenda for a client conference to discuss implementation plan.

Measurement Criteria: Develop a basic agenda for an evaluative client conference.

Performance Element: Use various presentation mediums to conduct a client conference.

Measurement Criteria: Use graphs and charts.

Measurement Criteria: Use verbal interaction when appropriate.

Measurement Criteria: Prepare follow-up materials to present to clients.

Pathway KS Statement: Review client financial information to develop a client's account statement.

Performance Element: Explain the purpose of a client's account statement to enhance client awareness.

Measurement Criteria: Include all pertinent information on every client communication.

Measurement Criteria: Define at least three other uses for client account statements.

Performance Element: Format client account statements to reflect current status.

Measurement Criteria: Differentiate between types of data for client account

Pathway Topic: Customer Service

statements.

Measurement Criteria: *Explain the use of transaction information.*

Measurement Criteria: *Explain the purpose of financial status information.*

Measurement Criteria: *Verify that clients can read and interpret account statements.*

Pathway KS Statement: **Employ people skills to respond to client complaints.**

Performance Element: **Outline a process to address client complaints.**

Measurement Criteria: *Listen to client complaints.*

Measurement Criteria: *Identify the underlying cause of complaints.*

Measurement Criteria: *Describe alternative methods of addressing client complaints.*

Performance Element: **Experiment with methods to address client complaints.**

Measurement Criteria: *Describe written responses to complaints.*

Measurement Criteria: *Describe verbal responses to complaints.*

Measurement Criteria: *Write a response to a client complaint.*

Measurement Criteria: *Write a script to respond to a client complaint.*

Performance Element: **Develop follow-up procedures to demonstrate concern for client complaints.**

Measurement Criteria: *Explain why follow-up is important.*

Measurement Criteria: *Determine methods of following-up on client complaints.*

Measurement Criteria: *Write a follow-up plan.*

Pathway Topic: Financial Planning

Pathway KS Statement: **Examine client's money management patterns to determine a client's financial situation.**

Performance Element: **Review a client's current financial situation to determine net worth.**

Measurement Criteria: *Identify needed documents to calculate a client's net worth.*

Measurement Criteria: *Calculate a client's net worth.*

Performance Element: **Review a client's income and expenditures to determine cash flow.**

Measurement Criteria: *List documents needed to calculate a client's income and expenditures.*

Measurement Criteria: *Calculate a client's monthly or annual income.*

Measurement Criteria: *Calculate a client's monthly or annual expenditures.*

Performance Element: **Review a client's financial information to determine tax liability.**

Measurement Criteria: *Determine the tax liability for the previous year.*

Measurement Criteria: *Calculate estimated taxes for the current year.*

Pathway KS Statement: **Develop procedures to create a financial plan.**

Performance Element: **Guide the client through effective planning to establish financial goals.**

Measurement Criteria: *Determine a client's life-cycle stage.*

Measurement Criteria: *List five financial goals for each life-cycle stage.*

Measurement Criteria: *Identify the insurable risks.*

Pathway Topic: Financial Planning

Measurement Criteria: *Identify five financial goals.*

Measurement Criteria: *Identify the investment risks.*

Measurement Criteria: *Determine how the plan will be evaluated.*

Performance Element: **Make financial recommendations to meet client needs.**

Measurement Criteria: *Write a financial plan.*

Measurement Criteria: *Plan the presentation to client.*

Measurement Criteria: *Present the financial plan.*

Measurement Criteria: *Develop an action plan.*

Performance Element: **Evaluate the financial plan to determine realization of goals.**

Measurement Criteria: *Calculate the rate of return on investments.*

Measurement Criteria: *Compare goals to outcomes of the plan.*

Measurement Criteria: *Make an action plan for implementing recommendations.*

Pathway KS Statement: **Describe procedures necessary to execute financial transactions.**

Performance Element: **Examine asset management to determine advantages.**

Measurement Criteria: *Differentiate between a financial product and a financial service.*

Measurement Criteria: *Compare and contrast brokerage services and asset management services.*

Measurement Criteria: *Evaluate the advantages of offering asset management services.*

Performance Element: **Describe the documentation necessary to execute financial transactions.**

Measurement Criteria: *Summarize the rules and procedures governing new accounts.*

Measurement Criteria: *Explain the importance of knowing the financial and investment needs of the client.*

Measurement Criteria: *Identify necessary information on a new account form.*

Pathway Topic: Operations

Pathway KS Statement: **Use financial information to manage client records.**

Performance Element: **Use organizational skills to maintain accurate client records.**

Measurement Criteria: *Describe laws and regulations relevant to client record management.*

Measurement Criteria: *Describe a basic record management system.*

Measurement Criteria: *Identify software for client records.*

Performance Element: **Use invoicing and billing systems to organize records of company activities.**

Measurement Criteria: *Explain the difference between invoicing and receiving payments.*

Measurement Criteria: *Differentiate between fee-for-service, commission, and hourly fee structures.*

Measurement Criteria: *Identify software for invoice and billing systems.*

Pathway KS Statement: **Develop procedures to adhere to compliance plan.**

Performance Element: **Describe the procedures to maintain a compliance plan.**

Pathway Topic: Operations

Measurement Criteria: *Identify standardized rules for the financial planning industry.*

Measurement Criteria: *Describe the best practices to comply with industry rules.*

Pathway KS Statement: **Use data bases and other computer management tools to manage office records.**

Performance Element: **Maintain office records to insure accuracy and compliance with regulations.**

Measurement Criteria: *Describe the laws and regulations associated with record management.*

Measurement Criteria: *Describe a basic record management system.*

Measurement Criteria: *Identify software to maintain a firm's record systems.*

Performance Element: **Maintain time records to insure accuracy.**

Measurement Criteria: *Describe the purpose of maintaining time records.*

Measurement Criteria: *Identify individuals who should keep time records.*

Measurement Criteria: *Describe methods to keep time and billing records.*

PATHWAY: Business Financial Management

Pathway Topic: Planning and Budgeting

Pathway KS Statement: *Interpret financial data to develop short- and long-term budgetary plans.*

Performance Element: Analyze past and current budgets to determine financial business needs.

Measurement Criteria: *Review revenues.*

Measurement Criteria: *Review expenditures.*

Measurement Criteria: *Identify trends.*

Measurement Criteria: *Determine priorities.*

Measurement Criteria: *Investigate abnormalities.*

Measurement Criteria: *Report conclusions based on data.*

Performance Element: Prepare a planning budget to guide financial decision-making.

Measurement Criteria: *Project revenues.*

Measurement Criteria: *Identify expenditures for business activities.*

Measurement Criteria: *Determine cash flow and profit margin requirements.*

Measurement Criteria: *Justify changes.*

Measurement Criteria: *Organize information in a logical and understandable format.*

Measurement Criteria: *Illustrate information with the use of charts, tables, and graphs.*

Performance Element: Implement budget to manage financial decision-making.

Measurement Criteria: *Monitor revenues.*

Measurement Criteria: *Monitor expenditures.*

Measurement Criteria: *Examine and explain variances between budget and actual results.*

Pathway Topic: Analyze and Interpret Data

Pathway KS Statement: *Analyze and interpret financial data to produce accurate reports.*

Performance Element: Describe financial statements to explain the need for accurate reports.

Measurement Criteria: *Describe the different types of financial statements.*

Measurement Criteria: *Explain the purpose of a financial statement.*

Measurement Criteria: *Compare the differences in financial statements.*

Performance Element: Analyze financial statements to verify information.

Measurement Criteria: *Identify critical data.*

Measurement Criteria: *Identify relative timelines.*

Measurement Criteria: *Determine trends.*

Measurement Criteria: *Interpret trend indicators.*

Measurement Criteria: *Compare ratios/standards.*

Measurement Criteria: *Identify causes.*

Measurement Criteria: *Identify problems or areas of concern.*

Measurement Criteria: *Assess potential impacts.*

Pathway Topic: Accounting

Pathway Topic: Accounting

Pathway KS Statement: *Examine accounting system elements to demonstrate good accounting practices.*

Performance Element: Analyze financial information to demonstrate an understanding of the accounting equation.

Measurement Criteria: *Identify parts of the accounting equation.*

Measurement Criteria: *Classify accounts as assets, liabilities, and owner's equity.*

Measurement Criteria: *Record business transactions to track business activities.*

Measurement Criteria: *Create a chart of accounts to reflect financial business needs.*

Measurement Criteria: *Identify asset accounts.*

Measurement Criteria: *Identify liability accounts.*

Measurement Criteria: *Open accounts in a general ledger.*

Measurement Criteria: *Open subsidiary ledgers.*

Performance Element: Analyze financial activities to record business transactions.

Measurement Criteria: *Journalize transactions in appropriate journals.*

Measurement Criteria: *Post from journals to ledgers.*

Measurement Criteria: *Prepare a trial balance.*

Measurement Criteria: *Journalize and post adjusting and closing entries.*

Measurement Criteria: *Close the general ledger.*

Pathway KS Statement: *Compile business transaction data to report financial information.*

Performance Element: Organize accounting elements to prepare financial statements.

Measurement Criteria: *Prepare a balance sheet.*

Measurement Criteria: *Prepare an income statement.*

Measurement Criteria: *Prepare a cash flow statement.*

Pathway Topic: Tax Management

Pathway KS Statement: *Analyze tax structures and consequences to assist in business decision-making.*

Performance Element: Compare tax structures to differentiate between types of business taxes

Measurement Criteria: *List types of taxes required of businesses.*

Measurement Criteria: *List characteristics of different taxes.*

Measurement Criteria: *Determine appropriate business structure for overall tax purposes.*

Measurement Criteria: *Identify various taxing authorities to determine the relationship to business.*

Measurement Criteria: *List various taxing authorities.*

Measurement Criteria: *Identify required financial information for each taxing authority.*

Performance Element: Evaluate accrual methods to determine tax effects.

Measurement Criteria: *Calculate the tax effects of various accrual methods.*

Measurement Criteria: *Compare tax effects of various methods.*

Performance Element: Evaluate inventory methods to determine tax effects.

Pathway Topic: Tax Management

Measurement Criteria: Calculate the tax effects of various inventory methods.

Measurement Criteria: Compare tax advantages associated with methods.

Performance Element: Evaluate depreciation options to determine tax effects.

Measurement Criteria: Calculate the tax effects of various depreciation options.

Measurement Criteria: Compare tax advantages associated with options.

Pathway KS Statement: Establish a tax plan to incorporate the impact of tax consequences on business decisions.

Performance Element: Analyze current business decisions to determine the impact on taxes.

Measurement Criteria: Identify tax policies that affect business decisions.

Measurement Criteria: Identify accounting procedures and processes that impact taxes.

Measurement Criteria: Compare tax impact of various decisions.

Performance Element: Develop a methodology to maintain a tax plan.

Measurement Criteria: Develop a methodology.

Measurement Criteria: Apply the methodology to aid in business decision-making.

Pathway Topic: Policies and Regulations

Pathway KS Statement: Use federal, state, and local regulations to determine financial records management.

Performance Element: Gather federal, state, and local procedures and regulations to apply to the storage of financial records and files.

Measurement Criteria: Maintain current federal, state, and local requirements.

Measurement Criteria: Interpret guidelines for storage requirements.

Measurement Criteria: Develop a procedure to insure compliance with storage requirements.

Measurement Criteria: Provide security for records and files.

Performance Element: Maintain knowledge of current financial laws, regulations, and policies to assure compliance in financial practices.

Measurement Criteria: Identify resources to provide information on financial laws, regulations, and policies.

Measurement Criteria: Evaluate resources to provide updates to financial laws, regulations, and policies.

Measurement Criteria: Adapt accounting and record keeping functions to merge with current computerized systems.

Measurement Criteria: Use database applications.

Measurement Criteria: Use financial systems.

Measurement Criteria: Use appropriate electronic files management software.

Measurement Criteria: Develop auditing system to insure financial records are accurate.

Measurement Criteria: Establish backup procedures to maintain electronic records.

Measurement Criteria: Use appropriate backup methods for electronic records and files.

Measurement Criteria: Schedule and complete backup procedures.

Pathway Topic: Policies and Regulations

Measurement Criteria: *Maintain backup resources in appropriate locations.*

Pathway KS Statement: **Analyze current laws and regulations to maintain appropriate financial practices.**

Performance Element: Interpret basic financial laws and regulations to apply to financial practices.

Measurement Criteria: *Explain major points and purposes of laws and regulations concerning financial transactions, security trading, basic accounting principles (GAAP/GAA).*

Measurement Criteria: *Identify resources to provide specific information regarding financial regulations.*

Measurement Criteria: *Identify major regulations affecting identified financial industries.*

Measurement Criteria: *Explain consequences for noncompliance with laws, regulations, and policies.*

Measurement Criteria: *Utilize financial laws, regulations, and policies to explain the purpose of each to a given situation.*

Measurement Criteria: *Explain how organization and industry policies affect industry practices.*

Measurement Criteria: *Analyze organization and individual procedures for compliance with financial laws, regulations, and policies.*

Measurement Criteria: *Identify major instances of noncompliance with financial laws, policies, and regulations.*

Measurement Criteria: *Apply financial laws, regulations, and policies to a given situation.*

Pathway Topic: Organizational Skills

Pathway KS Statement: **Use organizational skills to perform financial operations.**

Performance Element: Schedule appointments and calendars to manage work responsibilities.

Measurement Criteria: *Record appointments.*

Measurement Criteria: *Maintain manual and electronic calendars.*

Measurement Criteria: *Synchronize all schedules and calendars.*

Performance Element: Organize work priorities to meet deadlines.

Measurement Criteria: *Establish “to do” lists with scheduled completion dates.*

Measurement Criteria: *Organize work in logical sequence.*

Measurement Criteria: *Schedule work priorities to meet due dates.*

Measurement Criteria: *Meet deadlines.*

Performance Element: Organize materials to maintain an orderly flow of work.

Measurement Criteria: *Identify documents, forms, and materials needed.*

Measurement Criteria: *Prepare flow charts for procedures and workflow.*

Measurement Criteria: *Develop written procedures and/or instructional manuals.*

PATHWAY: Banking & Related Services

Pathway Topic: Providing Customer Service in Banking and Related Services

Pathway KS Statement: *Employ technical skills to perform teller functions.*

Performance Element: Implement banking procedures to process customer transactions.

Measurement Criteria: *Verify endorsements.*

Measurement Criteria: *Prepare deposit slip.*

Measurement Criteria: *Cash checks.*

Measurement Criteria: *Issue receipt.*

Measurement Criteria: *Issue traveler's checks and money orders.*

Measurement Criteria: *Use appropriate equipment and technology.*

Performance Element: Maintain cash drawer to reflect teller activity.

Measurement Criteria: *Verify cash.*

Measurement Criteria: *Tender cash.*

Measurement Criteria: *Balance cash drawer.*

Measurement Criteria: *Maintain adequate cash supply.*

Performance Element: Respond to requests to provide other customer services.

Measurement Criteria: *Facilitate usage of safe deposit boxes.*

Measurement Criteria: *Respond to balance inquiries.*

Measurement Criteria: *Transfer funds between accounts.*

Pathway KS Statement: *Employ technical skills to perform data processing functions.*

Performance Element: Use the information system to develop customer data.

Measurement Criteria: *Facilitate information system.*

Measurement Criteria: *Use proper codes.*

Measurement Criteria: *Collect vital information from physical document.*

Performance Element: Use proofreading skills to verify accuracy of data.

Measurement Criteria: *Compare physical document to information system data.*

Measurement Criteria: *Correct errors.*

Performance Element: Use equipment to process physical documents.

Measurement Criteria: *File/scan physical document.*

Pathway KS Statement: *Use technical skills to perform new account functions.*

Performance Element: Aid customer to select appropriate services.

Measurement Criteria: *Analyze customer needs.*

Measurement Criteria: *Select product that meets customer needs.*

Performance Element: Prepare documents to meet selected services needs.

Measurement Criteria: *Input customer information into document software.*

Measurement Criteria: *Print documents.*

Measurement Criteria: *Review documents with customer.*

Measurement Criteria: *Obtain customer signatures on documents.*

Pathway Topic: Providing Customer Service in Banking and Related Services

Measurement Criteria: *Deliver customer copies.*

Measurement Criteria: *Deliver physical documents to processing.*

Pathway KS Statement: **Use technical and people skills to perform lending functions.**

Performance Element: Aid customer to determine best loan alternative.

Measurement Criteria: *Analyze customer needs.*

Measurement Criteria: *Select product to meet customer needs.*

Performance Element: Process customer application to include all information.

Measurement Criteria: *Obtain written application.*

Measurement Criteria: *Obtain credit report.*

Measurement Criteria: *Verify ratios.*

Measurement Criteria: *Evaluate collateral.*

Performance Element: Process loans to complete transactions.

Measurement Criteria: *Approve/Deny application.*

Measurement Criteria: *Prepare documentation.*

Measurement Criteria: *Review documentation with customer.*

Measurement Criteria: *Obtain required signatures.*

Measurement Criteria: *Disburse loan funds.*

Measurement Criteria: *Provide customer with loan documents.*

Pathway KS Statement: **Use accounting knowledge to perform bookkeeping functions.**

Performance Element: Process transactions to maintain bank accounting records.

Measurement Criteria: *Post and balance general ledger.*

Measurement Criteria: *Post the customer records.*

Performance Element: Employ people skills to perform customer service duties.

Measurement Criteria: *Process stop payments.*

Measurement Criteria: *Research records.*

Measurement Criteria: *Prepare bank statements.*

Measurement Criteria: *Help customer with account reconciliation.*

Performance Element: Process documents to facilitate check collection process.

Measurement Criteria: *Process NSF's.*

Measurement Criteria: *Encode transactions.*

Measurement Criteria: *Transmit proof data to processing center.*

Measurement Criteria: *Prepare checks for shipment.*

Measurement Criteria: *Prepare balance settlement.*

Measurement Criteria: *Process return items.*

Pathway Topic: Operations and Management of Banking and Related Services

Pathway KS Statement: **Use technical skills to perform operations duties.**

Performance Element: Manage cash needs to maintain cash reserves.

Pathway Topic: Operations and Management of Banking and Related Services

Measurement Criteria: *Monitor vault cash.*

Measurement Criteria: *Facilitate cash shipments.*

Measurement Criteria: *Maintain liquid reserves.*

Performance Element: **Track financial ratios to monitor bank's operations.**

Measurement Criteria: *Calculate reserve ratios.*

Measurement Criteria: *Prepare ratio reports for regulatory authorities.*

Measurement Criteria: *Prepare board of director's reports.*

Performance Element: **Oversee information system to manage bank records.**

Measurement Criteria: *Maintain record database.*

Measurement Criteria: *Maintain information system.*

Measurement Criteria: *Insure software stability.*

Measurement Criteria: *Process back ups.*

Measurement Criteria: *Troubleshoot system errors.*

Performance Element: **Maintain policy and procedure manuals to insure consistent operations.**

Measurement Criteria: *Review policies to ensure adequacy.*

Measurement Criteria: *Implement procedures within appropriate departments.*

Measurement Criteria: *Present policy reviews/changes to board of directors for approval.*

Measurement Criteria: *Distribute changes and updates to appropriate personnel.*

Pathway KS Statement: **Manage personnel to maximize operations.**

Performance Element: **Maintain adequate staff to meet workload demands.**

Measurement Criteria: *Recruit qualified employees.*

Measurement Criteria: *Train staff.*

Measurement Criteria: *Provide recommendations to promotion staff.*

Measurement Criteria: *Maintain positive work environment through staff recognition.*

Measurement Criteria: *Maintain employee handbook.*

Performance Element: **Manage personnel budget to provide benefit packages.**

Measurement Criteria: *Provide salary guidelines.*

Measurement Criteria: *Research benefit package costs.*

Measurement Criteria: *Present proposed benefit packages to board of directors.*

Performance Element: **Prepare employee reviews to facilitate professional growth.**

Measurement Criteria: *Maintain schedule of employee reviews.*

Measurement Criteria: *Provide supervisor with review form.*

Measurement Criteria: *Schedule review.*

Measurement Criteria: *Facilitate the review with employee and supervisor.*

Measurement Criteria: *Aid supervisor in determining appropriate salary/promotion adjustment.*

Measurement Criteria: *Adjust salary on payroll records.*

Pathway Topic: Regulatory Compliance of Banking and Related Services

Pathway Topic: Regulatory Compliance of Banking and Related Services

Pathway KS Statement: *Operate bank to meet regulatory guidelines.*

Performance Element: *Develop procedures to adhere to regulations.*

Measurement Criteria: *Educate employees on appropriate state and federal banking regulations.*

Measurement Criteria: *Implement staff training on regulations.*

Measurement Criteria: *Interpret and implement regulatory changes.*

Measurement Criteria: *Research questions from the staff regarding regulations.*

Measurement Criteria: *Monitor pending legislation.*

Pathway KS Statement: *Examine bank to determine regulatory compliance.*

Performance Element: *Implement internal audit procedures to reflect compliance.*

Measurement Criteria: *Prepare audit schedule.*

Measurement Criteria: *Conduct audit.*

Measurement Criteria: *Identify audit exceptions.*

Measurement Criteria: *Work with appropriate employees to correct exceptions.*

Measurement Criteria: *Report findings to board of directors.*

Performance Element: *Review bank records to prepare for external examinations.*

Measurement Criteria: *Provide examiners with requested data.*

Measurement Criteria: *Cooperate with exam personnel.*

Measurement Criteria: *Present findings of exam with staff and board of directors.*

Measurement Criteria: *Implement appropriate changes as suggested.*

Pathway KS Statement: *Compare legal interpretations to clarify regulations.*

Performance Element: *Consult experts to obtain interpretation of regulations.*

Measurement Criteria: *Contact appropriate regulatory agency.*

Measurement Criteria: *Contact legal council for interpretation of compliance.*

Measurement Criteria: *Implement findings of research.*

PATHWAY: Insurance Services

Pathway Topic: Product Knowledge

Pathway KS Statement: *Examine the characteristics to explain insurance risk.*

Performance Element: Review insurance policies to determine how to reduce risk.

Measurement Criteria: *Define risk.*

Measurement Criteria: *Identify situations when insurance will reduce risk.*

Performance Element: Review client's situation to determine degree of risk.

Measurement Criteria: *Identify the risk of various situations.*

Measurement Criteria: *Support the rationale behind decision to insure.*

Pathway KS Statement: *Use insurance terminology to explain insurance risks and benefits.*

Performance Element: Use insurance terms in appropriate situations.

Measurement Criteria: *Explain terms to client's satisfaction.*

Measurement Criteria: *Explain how terms accomplish disclosure.*

Pathway KS Statement: *Examine characteristics to distinguish between policy types and coverage.*

Performance Element: Compare basic types of insurance policies to determine appropriate use.

Measurement Criteria: *List types of policies.*

Measurement Criteria: *Determine the appropriate policy use.*

Performance Element: Compare common coverages to determine advantages.

Measurement Criteria: *List types of coverages.*

Measurement Criteria: *Determine the appropriate coverage use.*

Performance Element: Compare pricing methodology to determine advantages.

Measurement Criteria: *List rating factors.*

Measurement Criteria: *Calculate premiums.*

Pathway KS Statement: *Create and/or complete documents in to process information.*

Performance Element: Identify the key components to correctly issue policies.

Measurement Criteria: *Gather necessary information.*

Measurement Criteria: *Accurately record needed information.*

Performance Element: Process information to complete insurance-related documents.

Measurement Criteria: *Accurately write or record needed information.*

Pathway Topic: Customer Service

Pathway KS Statement: *Demonstrate effective techniques to gather client information.*

Performance Element: Identify data-acquisition methods to select appropriate medium to gather information.

Measurement Criteria: *Describe methods of verbally gathering information.*

Measurement Criteria: *Accurately record written information.*

Measurement Criteria: *Compare the advantages/disadvantages of gathering information via telephone, fax, email, in person etc.*

Pathway Topic: Customer Service

Performance Element: Ask well-planned questions to determine client needs.

Measurement Criteria: Determine questions that should be asked of clients.

Measurement Criteria: Plan follow-up questions.

Measurement Criteria: Discuss the appropriate use of open-ended questions.

Measurement Criteria: Discuss the appropriate use of close-ended questions.

Pathway KS Statement: **Utilize available techniques to effectively serve customers.**

Performance Element: Provide timely, accurate information to meet customer needs.

Measurement Criteria: Explain the process for receiving no justifiable complaints.

Performance Element: Operate within grant of authority to provide service to customers.

Measurement Criteria: Explain the process for receiving a satisfactory internal review.

Performance Element: Utilize a process to resolve customer complaints or questions.

Measurement Criteria: Explain the process for dealing with questions or complaints.

Measurement Criteria: Explain the process for receiving a satisfactory internal review.

Measurement Criteria: Explain the process of referring an issue to someone with the authority to make decisions.

Measurement Criteria: Explain the process for receiving a satisfactory internal review.

Pathway Topic: Operations

Pathway KS Statement: **Examine characteristics to explain underwriting functions.**

Performance Element: Research insurance risk to determine how to meet/exceed company objectives

Measurement Criteria: Explain growth.

Measurement Criteria: Explain loss ratio.

Performance Element: Process information to develop quotes for clients.

Measurement Criteria: List the elements of desirability for insuring.

Measurement Criteria: Identify the pricing structure.

Measurement Criteria: Identify company services to be provided.

Performance Element: Identify the process to issue a policy.

Measurement Criteria: Issue policy electronically.

Measurement Criteria: Provide information to others to issue policy.

Measurement Criteria: Write accurate information to issue a policy.

Performance Element: Describe the process to add endorsements.

Measurement Criteria: Define endorsement.

Measurement Criteria: Explain the process for adding endorsements to a policy.

Performance Element: Follow the process to renew policies.

Measurement Criteria: Explain renewability options.

Performance Element: Use company procedures to adjust claims.

Measurement Criteria: Reference marketing functions.

Measurement Criteria: Develop good relationships between agents, underwriters, and

Pathway Topic: Operations

customers.

Measurement Criteria: *Use actuarial functions as needed.*

Measurement Criteria: *Address loss control functions when required.*

Measurement Criteria: *List sales functions.*

Measurement Criteria: *Explain risk management.*

Pathway Topic: Regulations and Credentials

Pathway KS Statement: *Research the regulatory insurance requirements to assure compliance.*

Performance Element: *Examine state publications to identify regulation requirements.*

Measurement Criteria: *Maintain compliance with state regulations.*

Performance Element: *Participate in industry-sponsored training to advance in an insurance career.*

Measurement Criteria: *Read industry magazines and periodicals to keep abreast of news about seminars and training sessions.*

Performance Element: *Identify specific industry training opportunities to achieve career goals.*

Measurement Criteria: *Participate in insurance associations.*

Measurement Criteria: *Identify training opportunities.*

Measurement Criteria: *Continue educational training.*

Performance Element: *Plan appropriate education activities to achieve licensing requirements.*

Measurement Criteria: *Achieve passing grade on state insurance licensing exam.*

Section IV – O*NET Crosswalk Report

Career Specialty/ Occupational Coding and Crosswalk

Summary

The objective of the Career Specialty/ Occupational Coding and Crosswalk project is to accomplish two basic tasks. The first is to design and establish a classification and coding structure for the States' Career Clusters Initiative. When completed, the classification and coding structure will be compatible with existing occupational classification systems and designed in a manner that allows for easy updating and the flexibility to add additional career pathways and occupational specialties.

Once the first step is completed for each cluster, the second step is to build a linkage system or crosswalk between the new career cluster classification system and the O*NET occupational classification system developed and operated by the U S Department of Labor. O*NET is a nationally recognized taxonomy with detailed descriptions and a rich database of information for each occupation.

Explanation of Crosswalk Table

The attached table lists each occupational specialty and its related O*NET occupation. It is sequenced by career pathway and occupational specialty code. It should be noted that the relationship between an occupational specialty and its related O*NET occupation is often not one-to-one. The O*NET occupation is often much broader covering two or more occupational specialties. In fact, even when multiple occupational specialties are assigned, they may only represent a part of a broader O*NET occupation.

Column 1: Lists occupational specialties that were identified by the Career Clusters Initiative. The occupational specialties are organized by cluster pathways and represent occupational titles with no definitions. They are intended to be a sample of occupations that help define the cluster and pathway.

Column 2: Represents related occupations from the O*NET occupational coding system.

Note: A crosswalk from the occupational specialties to the Classification of Instructional Programs (CIP) codes is forthcoming. The National Crosswalk Service Center is currently developing the CIP to O*NET crosswalk which will be the bridge to the career cluster occupational specialties. You may access this crosswalk in the near future at: <http://www.xwalkcenter.org/>

**Finance Career Cluster: Occupational Specialties and Related O*NET Occupations,
Sequenced by Career Pathway and Occupational Specialty Code**

Occupational Specialty		Related SOC/O*NET Occupation	
	Title	Code	Title
6.10000	Financial and Investment Planning Pathway		
6.10010	Personal Financial Advisor	13-2052.00	Personal Financial Advisors
6.10020	Tax Preparation	13-2082.00	Tax Preparers
6.10030	Sales Agents, Securities, Commodities	41-3031.01	Sales Agents, Securities and Commodities
6.10040	Investment Advisors	13-2052.00	Personal Financial Advisors
6.10050	Brokerage Clerk (Assistant)	43-4011.00	Brokerage Clerks
6.10060	Development Officers	11-3031.00	Financial Managers
6.20000	Business Financial Management Pathway		
6.20010	Accountants	13-2011.01	Accountants
6.20020	Financial Analysts	13-2051.00	Financial Analysts
6.20030	Treasurers, Controllers and Chief Revenue Agents	11-3031.01	Treasurers, Controllers, and Chief Financial Officers
6.20040	Auditor	13-2011.02	Auditors
6.20050	Economists	19-3011.00	Economists
6.20060	Tax Examiners	13-2081.00	Tax Examiners, Collectors, and Revenue Agents
6.20070	Collectors	13-2081.00	Tax Examiners, Collectors, and Revenue Agents
6.20080	Revenue Agents	13-2081.00	Tax Examiners, Collectors, and Revenue Agents
6.30000	Banking and Related Services Pathway		
6.30010	Credit Analyst	13-2041.00	Credit Analysts
6.30020	Loan Officers	13-2072.00	Loan Officers
6.30030	Bill and Account Collectors	43-3011.00	Bill and Account Collectors
6.30040	Tellers	43-3071.00	Tellers
6.30050	Loan Processors	43-4131.00	Loan Interviewers and Clerks
6.30060	Customer Service Reps	43-4051.00	Customer Service Representatives
6.30070	Data Processors	43-9011.00	Computer Operators
6.30070	Data Processors	43-9021.00	Data Entry Keyers
6.30070	Data Processors	15-1021.00	Computer Programmers
6.30070	Data Processors	15-1031.00	Computer Software Engineers, Applications
6.30070	Data Processors	15-1032.00	Computer Software Engineers, Systems Software
6.30070	Data Processors	15-1041.00	Computer Support Specialists
6.30070	Data Processors	15-1051.00	Computer Systems Analysts
6.30070	Data Processors	15-1061.00	Database Administrators

**Finance Career Cluster: Occupational Specialties and Related O*NET Occupations,
Sequenced by Career Pathway and Occupational Specialty Code**

Occupational Specialty		Related SOC/O*NET Occupation	
	Title	Code	Title
6.30070	Data Processors	15-1071.00	Network and Computer Systems Administrators
6.30070	Data Processors	15-1071.01	Computer Security Specialists
6.30070	Data Processors	15-1081.00	Network Systems and Data Communications Analysts
6.30080	Accounting	13-2011.01	Accountants
6.30090	Internal Auditors	13-2011.02	Auditors
6.30100	Compliance Officers	13-1041.00	Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation
6.30110	Title Researchers and Examiners	23-2093.00	Title Examiners, Abstractors, and Searchers
6.30120	Abstractors	23-2093.02	Title Examiners and Abstractors
6.30130	Credit Report Providers	43-4041.02	Credit Checkers
6.30140	Repossession Agents	43-3011.00	Bill and Account Collectors
6.30150	Network Services	99-0000.00	Insufficient information
6.30160	Operations Managers	11-3031.02	Financial Managers, Branch or Department
6.30170	Debt Counselors	13-2052.00	Personal Financial Advisors
6.40000	Insurance Services Pathway		
6.40010	Claims Agents, Examiners, and Investigators	13-1031.00	Claims Adjusters, Examiners, and Investigators
6.40020	Claims Clerks	43-9041.01	Insurance Claims Clerks
6.40030	Insurance Appraisers	13-1032.00	Insurance Appraisers, Auto Damage
6.40040	Underwriters	13-2053.00	Insurance Underwriters
6.40050	Actuaries	15-2011.00	Actuaries
6.40060	Sales Agents	41-3021.00	Insurance Sales Agents
6.40070	Customer Service Agents	43-4051.00	Customer Service Representatives
6.40080	Processing Clerks	43-9041.00	Insurance Claims and Policy Processing Clerks
6.40090	Direct Marketing	11-2021.00	Marketing Managers

Section V – Cluster Profile Advisory Committee List

Career Cluster Profile

Cluster Name: Finance

Project Lead State: North Dakota

Project Lead State Contact Information:

Mark Wilson, Project Director
North Dakota Board of Vocational & Technical Education
600 E Boulevard, Ave.
Bismarck, ND 58505-0610
Phone: (701) 328-2711
mwilson@state.nd.us

Wayne Kutzer, State Director
North Dakota Board of Vocational & Technical Education
600 E Boulevard, Ave., Dept 270
Bismarck, ND 58505-0610
Phone: (701) 328-2259
wkutzer@state.nd.us

Cluster Coordinators: Marsha Daves

Cluster Definition: Planning, services for financial and investment planning, banking, insurance, and business financial management.

Cluster Pathways: Financial & Investment Planning, Business Financial Management, Banking & Related Services, Insurance Services.

Cluster Partners: List attached.

Number of cluster partners in each of the following categories:

Postsecondary Education:	<u>6</u>
Secondary Education:	<u>4</u>
Business & Industry	<u>11</u>
Labor	<u>0</u>
Associations	<u>7</u>
Government Agencies	<u>6</u>

Deliverable #1: Finance Cluster Advisory Committee (CAC) Members

(Names of Executive members are indicated in bold)

Updated 8/20/02

Name	Job Title	Organization/ Company/School	Address	City	State, ZIP	Phone	E-mail	Pathway
Benada, Nancy (Dr.)	Assistant Professor of Finance	University of North Dakota	P O box 7096	Grand Forks	ND 58202-7096	(701) 777-3731	nancy.beneda@und.nodak.edu	Financial & Investment Planning
Bohl, Perry	Certified Financial Planner	Investment Centers of America	PO Box 1618	Bismarck	ND 58502-1618	(701) 255-6832	perry.bohl@investmentcenters.com	Financial & Investment Planning
Borud, Don	Financial Representative	Northwest Mutual Financial Network	314 East Thayer, Suite 215	Bismarck	ND 58501	(701) 530-9142	borud@btigate.com	Financial and Investment Planning
Brannon, Jennie	Northwest Region Tech Prep Coordinator	Williston State College	PO Box 1326	Williston	ND 58802-1326	(701) 774-4281	Jennie_Brannon@wsc.nodak.edu	Insurance
Brown, Patrick	Certified Public Accountant	Brady Martz & Associates	207 E Broadway, Suite 200, P O Box 1297	Bismarck	ND 58502-1297	(701) 223-1717	brown@bradymartz.com	Business Financial Management
Burns, Sharon (Dr.)	Executive Director	Association for Financial Counseling and Planning Education	2121 Arlington Avenue, Suite 5	Upper Arlington	OH 43221-4339	(614) 485-9650	sburns@finsolve.com	Financial & Investment Planning
Choat, Carolyn	HS/PS Teacher	CSR Academy	4601 North Choctaw Road	Choctaw	OK 73020	(405) 390 9591	cchoat@eoctech.org	Insurance
Clawson, Elizabeth		Financial Players Center, Inc.	4005 Kearns Drive	Champaign	IL 61822	(217) 398-8535	fpc@net66.com	Financial & Investment Planning
Daves, Marsha	CC Project Staff	CC Initiative	1500 W 7 th Ave	Stillwater	OK 74074	405-743-8611	mdave@careerclusters.org	
Fricke, Donna	Southwest Region Tech Prep Coordinator	Bismarck State College	P.O. Box 5587	Bismarck	ND 58506	(701) 224-5761	dfricke@gwmail.nodak.edu	Business Financial Management
Gleason, James (Dr.)	President	Career Paths/MarkEd Resource Center	1375 King Avenue, P.O. Box 12279	Columbus	OH 43212-0279	614-485-6708, x 215	gleason@mark-ed.com	Business Financial Management
Greinert, Tim		Junior Achievement of Upper Midwest, Inc.	1800 White Bear Avenue North	Maplewood	MN 55109	(651) 255-0038	tim@jamn.org	Insurance
Jacobsen, Cynde	Technical Writer	Dickinson State University	291 Campus Drive	Dickinson	ND 58601	(701) 483-2309	c.Jacobsen@dsu.nodak.edu	

Name	Job Title	Organization/ Company/School	Address	City	State, ZIP	Phone	E-mail	Pathway
Kambeitz, Diane	Investor Education Coordinator	ND Office of the Securities Commission	State Capitol, 5 th Floor 600 E. Boulevard Ave.	Bismarck	ND 58505	(701) 328-4698	dkambeit@state.nd.us	Financial & Investment Planning
Kutzer, Wayne	State Director	ND State Board for Vocational and Technical Education	600 E Boulevard Ave., Dept 270	Bismarck	ND 58505-0610	(701) 328-2259	wkutzer@state.nd.us	
Lawrence, Tena		Stutsman County Bank	PO Box 2056	Jamestown	ND 58401	1-800-708-8348	tenal@stutsmanbank.com	Banking & Related Services
Lawson, Kathleen	Financial Services Industry Field Coordinator	Northern Rhode Island Chamber of Commerce	6 Blackstone Valley Place, Ste.301	Lincoln	RI 02865	(401) 334-1000, x 106	klawson@nrichamber.com	Insurance
Markbreiter, Steve		National Academy Foundation	39 Broadway, Suite 1640	New York	NY 10006	(212) 635-2400 Ex 258	steve@naf-education.org	Business Financial Management
Marrs, Dan	Program Administrator	ND Career Resource Network	P O Box 5507	Bismarck	ND 58506-5507	701-328-9733	dan.marrs@sendit.nodak.edu	Financial & Investment Planning
McCalla, Priscilla		DECA	1908 Association Drive	Reston	VA 20191	(703) 860-5000	priscilla_mccalla@deca.org	Business Financial Management
McDonald, Candace	High School Teacher	Las Cruces Public Schools	P.O. Box 31	Radium Springs	NM 88054	(505) 527-6050	cmcdonal@lcps.k12.nm.us	Banking & Related Services
Naumann, Paul	Vice President of Operations	Junior Achievement of the Upper Midwest, Inc.	1800 White Bear Avenue North	Maplewood	MN 55109	(651) 255-0038	paul@jamn.org	Insurance
Olson-Sutton, Judith, Dr.	Associate Dean, Business & Applied Arts Division	Madison Area Technology College	3350 Anderson Street	Madison	WI 53704	(608) 246-6231	jsutton@madison.tec.wi.us	Business Financial Management
Poolman, Jim	Insurance Commissioner	ND Insurance Department	State Capitol, 5 th Floor 600 E. Boulevard Ave.	Bismarck	ND 58505	(701) 328-2440	jpoolman@state.nd.us	Insurance
Reisenauer, Kevin	Marketing Education Supervisor	ND State Board for Vocational & Technical Education	600 E Boulevard Ave., Dept 270	Bismarck	ND 58505-0610	(701) 328-3182	kresiena@state.nd.us	Banking & Related Services
Richter, Duane	Regional Director	State Farm Insurance	1640 Burnt Boat Drive	Bismarck	ND 58503	(701) 250-5330	duane.richter.b6cv@statefarm.com	Insurance
Roaldson, Jim	Business Instructor	Jamestown High School	Box 269	Jamestown	ND 58401	(701) 252-0559	jroaldso@sendit.nodak.edu	Banking & Related Services

Name	Job Title	Organization/ Company/School	Address	City	State, ZIP	Phone	E-mail	Pathway
Scholl, Kelly	Business & Office Technology Supervisor	ND State Board for Vocational & Technical Education	600 E Boulevard Ave., Dept 270	Bismarck	ND 58505- 0610	(701) 328- 2286	kscholl@state.nd.us	Financial and Investment Planning
Soderberg, Linda	Director	Rhode Island School to Career	1511 Pontiac Avenue	Cranston	RI 02920	(401) 462-8894	lsoderberg@dlt.state.ri.us	Insurance
Soderholm, Lora	Marketing Director	Bremer Bank	20 First Street SW	Minot	ND 58701	(701) 852- 3361	lsoderholm@bremer.com	Banking & Related Services
Taylor Morgan, Ann	Postsecondary Teacher	New Mexico State University, Don Ana Branch Community College	MSC 3DA P.O. Box 30001	Las Cruces	NM 88003-8001	(505) 527- 7500	antaylor@nmsu.edu	Banking & Related Services
Treichel, Jan	Executive Director	National Business Education Association	1914 Association Drive	Reston	VA 20191	(703) 860- 8300	jtreichel@nbea.org	Financial & Investment Planning
Wells, Eric	High School Teacher	Byrnes High School	P O Box 187	Duncan	SC 29334	(864) 949- 2355	wellset@spart5.k12.sc.us	Business Financial Management
Wilson, Mark	Assistant State Director	ND State Board for Vocational & Technical Education	600 E Boulevard Av., Dept. 270	Bismarck	ND 58505- 0610	(701) 328- 2711	mwilson@state.nd.us	

Section VI – Credentials

Deliverable #2: Finance Sample List of Existing Credentials
(includes education and industry certificates, as well as postsecondary degree options)
Updated 8/12/02

Education and Industry <i>Licenses</i>		
Title/Type/Descriptor of Licensing Program	Licensing Organizations	Source for Contact Information
Bill & Account Clerks	(Varies from State to State)	www.careertools.org Search under <i>Career tools: Licensing Occupations</i> by specific Finance occupations, by state or by agency
Claims Examiners, Property & Casualty Insurance	(Varies from State to State)	
Credit Checkers	(Varies from State to State)	
Financial Analysts, Statistical	(Varies from State to State)	
Financial Managers	(Varies from State to State)	
Insurance Adjusters, Examiners & Investigators	(Varies from State to State)	
Insurance Appraisers, Auto Damage	(Varies from State to State)	
Loan Officers & Counselors	(Varies from State to State)	
Loan & Credit Clerks	(Varies from State to State)	
All Other Financial Specialists	(Varies from State to State)	
Sales Agents, Securities & Commodities & Financial Services	(Varies from State to State)	
Special Agents, Insurance	(Varies from State to State)	
Tax Examiners & Revenue Agents	(Varies from State to State)	
Tax Preparers	(Varies from State to State)	
Title Examiner & Abstractors	(Varies from State to State)	
Education and Industry <i>Certificates</i>		
Title/Type/Descriptor of Certification Program	Issuing Organization	Source for Contact Information
Accredited Advisors in Insurance	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Accredited Business Accountant	Accreditation Council for Accountancy & Taxation	www.acatcredentials.org
Accredited Financial Counselor	Association for Financial Counseling and Planning Education	www.afcpe.org
Accredited Financial Examiner	Society of Financial Examiners	http://www.sofe.org/AFEDESC.HTM
Accredited Insurance Examiner	Insurance Regulatory Examiners Society	www.go-ires.org
Accredited Residential Underwriter	Mortgage Bankers Association of America	http://www.campusmba.org/
Accredited Tax Advisor	Accreditation Council for Accountancy & Taxation	www.acatcredentials.org
Accredited Tax Preparer	Accreditation Council for Accountancy & Taxation	www.acatcredentials.org
Associate in Automation Management	Insurance Institute of America	http://aicpcu.org/programs/index.htm

Associate in Charter ed Property Casualty Underwriter	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Claims	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Fidelity and Surety Bonding	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Insurance Accounting & Finance	LOMA	www.loma.org
Associate in Insurance Accounting and Finance	Life Office Management Association	http://www.loma.org/aiaf.htm
Associate in Insurance Accounting and Finance	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Insurance Services	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Loss Control Management	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Management	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Marine Insurance Management	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Personal Insurance Program	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Premium Auditing	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Regulation & Compliance	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Reinsurance	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Research and Planning	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Risk Management	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate In Risk Management for Public Entities	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in Surplus Lines Insurance	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate in the Casualty of Actuarial Society	Casualty Actuarial Society	www.casact.org
Associate in Underwriting	Insurance Institute of America	http://aicpcu.org/programs/index.htm
Associate Insurance Data Manager	Insurance Data Management Association	www.ins-data-mgmt.org
Associate of the Society of Actuaries	Society of Actuaries	www.soa.org
Associate Professional Member Pension Actuary	American Society of Pension Actuaries	http://www.aspa.org/educationpages/ASPAedu.htm
Associate, Annuity Products & Administration	LOMA	www.loma.org
Associate, Customer Service Program	LOMA	www.loma.org
Associate, Insurance Regulatory Compliance	LOMA	www.loma.org
Associate, Life and Health Claims	International Claim Associate	www.claim.org
Associate, Reinsurance Administration	LOMA	www.loma.org
Associated Credit Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Automated Examination Specialist	Society of Financial Examiners	http://www.sofe.org/AESDESC.HTM
Board Certified in Estate Planning	Institute of Certified Fund Specialists	www.icfs.com
Board Certified in Insurance	Institute of Certified Fund Specialists	www.icfs.com
Board Certified in Securities	Institute of Certified Fund Specialists	www.icfs.com
Certification in Control Self-Assessment	Institute of Internal Auditors	www.theiia.org
Certified Bank Auditor	Bank Administration Institute	http://www.bai.org/education/cba/index.html
Certified Collection Agency Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Certified Compliance Specialist	Credit Union National Association, Inc.	http://www.cuna.org/data/cu/training/ccue/cep_txt.html
Certified Consumer Credit Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Certified Corporate Trust Specialist	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Cost Estimator/Analyst	Society of Cost Estimating & Analysis	www.erols.com/scea
Certified Credit Bureau Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Certified Credit Union Executive	Credit Union National Association, Inc.	http://www.cuna.org/data/cu/training/ccue/cep_txt.html
Certified Financial Counseling Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Certified Financial Examiner	Society of Financial Examiners	http://www.sofe.org/CFEDESC.HTM
Certified Financial Management Specialist	Credit Union National Association, Inc.	http://www.cuna.org/data/cu/training/ccue/cep_txt.html
Certified Financial Planner	Certified Financial Planner Board of Standards, Inc.	www.CFP-Board.org

Certified Financial Risk Manager	Global Association of Risk Professionals	www.garp.com
Certified Financial Services Professional	Credit Union National Association, Inc.	http://www.cuna.org/data/cu/training/ccue/cep_txt.html
Certified Financial Services Security Professional	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Fraud Auditor	International Fraud Training Institute	www.fraud-ed.org
Certified Fraud Consultant	International Fraud Training Institute	www.fraud-ed.org
Certified Fraud Examiner	Association of Certified Fraud Examiners	www.cfenet.org
Certified Fraud Investigator	International Fraud Training Institute	www.fraud-ed.org
Certified Fund Specialist	Institute of Certified Fund Specialists	www.icfs.com
Certified in Financial Management	Institute of Management Accountants	www.rutgers.edu/accounting/raw/ima
Certified Insurance Examiner	Insurance Regulatory Examiners Society	www.go-ires.org
Certified Internal Auditor	Institute of Internal Auditors	www.theiia.org
Certified Investment Management Analyst	Investment Management Consultants Association	http://www.imca.org/certify/index.html
Certified IRA Services Professional	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Lender Business-Banker	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Lending Specialist	Credit Union National Association, Inc.	http://www.cuna.org/data/cu/training/ccue/cep_txt.html
Certified Management Accountant	Institute of Management Accountants	www.rutgers.edu/accounting/raw/ima
Certified Mortgage Banker	Mortgage Bankers Association of America	http://www.campusmba.org/
Certified Municipal Finance Administrator	Municipal Treasurers Association	www.mtausc.org
Certified Public Accountant	American Institute of Certified Public Accountants	http://aicpa.org/states.stmap.htm
Certified Regulatory Compliance Manager	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Retirement Services Professional	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Risk Manager	Certified Risk Managers International	www.scic.com/crm/frameset.htm
Certified Risk Professional	Bank Administration Institute	http://www.bai.org/crp/index.html
Certified Securities Operations Professional	Institute of Certified Bankers	http://w45.ibtfincial.com
Certified Securities Processing Master	Securities Operations Forum	soforum.com
Certified Securities Processing Specialist	Securities Operations Forum	soforum.com
Certified Trust and Financial Advisor	Institute of Certified Bankers	http://w45.ibtfincial.com
Chartered Financial Analyst	Association of Investment Management & Research	www.aimr.com
Chartered Financial Consultant	Society of Financial Services Professional	http://www.amercoll.edu/prospect/HomeCFP.asp
Chartered Life Underwriter	Society of Financial Services Professional	http://www.amercoll.edu/prospect/HomeCFP.asp
Chartered Property Casualty Underwriter	American Institute of Chartered Property Casualty Underwriters	www.aicpcu.org
Collector Certification	American Collectors Association	http://www.member.com/aca/acapub.html
Credit Associate	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Credit Business Associate	National Association of Credit Management	www.nacm.org
Credit Business Fellow	National Association of Credit Management	www.nacm.org
Creditor Certification	American Collectors Association	http://www.member.com/aca/acapub.html
Fellow in the Casualty Actuarial Society	Casualty Actuarial Society	www.casact.org
Fellow of the Society of Actuaries	Society of Actuaries	www.soa.org
Fellow, Life and Health Claims	International Claim Associate	www.claim.org
Fellow, Society of Pension Actuaries	American Society of Pension Actuaries	http://www.aspa.org/educationpages/ASPAdedu.htm
Health Insurance Associate	Health Insurance Association of America	www.hiaa.org
Managed Healthcare Professional	Health Insurance Association of America	www.hiaa.org
Master Credit Executive	Society of Certified Credit Executives	http://www.collector.com/content/education/profdev/scce/scce.html
Member of American Academy of Actuaries	American Academy of Actuaries	www.actuary.org
Member, Society of Pension Actuaries	American Society of Pension Actuaries	http://www.aspa.org/educationpages/ASPAdedu.htm

Personal Financial Specialist	American Institute of Certified Public Accountants	http://aicpa.org/states.stmap.htm
Qualified 401K Administrator	American Society of Pension Actuaries	http://www.aspa.org/educationpages/ASPAedu.htm
Qualified Pension Administrator	American Society of Pension Actuaries	http://www.aspa.org/educationpages/ASPAedu.htm
Registered Employee Benefits Consultant		http://www.amercoll.edu/courses/Curriculum/Designations/HomepageRHU.asp
Registered Financial Associate	International Association of Registered Financial Consultants	www.infre.org
Registered Financial Consultant	International Association of Registered Financial Consultants	www.infre.org
Registered Financial Planner Designation	Registered Financial Planners Institute	www.rfpi.com
Registered Health Underwriter		http://www.amercoll.edu/courses/Curriculum/Designations/HomepageRHU.asp
Registered Professional Liability Underwriter	Professional Liability Underwriting Society	http://www.plusweb.org

Postsecondary Degree Options

Title/Type/Descriptor of Degree Program	Degree Conferring Organization	Source for Contact Information
Accounting	Colleges & Universities	www.careertools.org Search under the topic <i>Training & Education</i>
Accounting technician	Colleges & Universities	
Actuarial Science	Colleges & Universities	
Banking & Financial Support Services	Colleges & Universities	
Finance, General	Colleges & Universities	
Insurance & Risk Management	Colleges & Universities	
Economics	Colleges & Universities	

Section VII – Validation Overview/ Results



VALIDATION REPORT

Background

Cluster advisory committees made up of business and industry representatives, secondary/postsecondary educators, associations/organizations, government agencies and other stakeholders developed and conducted an initial review of the knowledge and skills statements. From July 15, 2002 through August 15, 2002, the States' Career Clusters Initiative conducted a national online validation of the knowledge and skill statements. The validation rated the degree of commonality and importance of each statement (see tables below). Each Cluster Committee reviewed the knowledge and skill ratings as well as any written responses to a particular statement. Likewise, each committee determined the appropriate action to take with regard to this data.

Cluster Question:

Question #1 : Is the knowledge and skill statement common to all occupations across the cluster ?	Question #2 : Is the knowledge and skill statement important to workplace success and/or further education ?
---	--

Pathway Question:

Question #1 : Is the knowledge and skill statement common to all occupations across the pathway ?	Question #2 : Is the knowledge and skill statement important to workplace success and/or further education ?
---	--

Rating Key:

Question #1: <input type="checkbox"/> Don't Know -N/A <input type="checkbox"/> Common to a few (25% or less) <input type="checkbox"/> Common to some (25 - 50%) <input type="checkbox"/> Common to many (51 - 75%) <input type="checkbox"/> Common to most (76 - 100%)	Question #2: <input type="checkbox"/> Don't Know -N/A <input type="checkbox"/> Not important <input type="checkbox"/> Somewhat important <input type="checkbox"/> Important <input type="checkbox"/> Critical
--	---

General Validation Statistics for the Eleven Clusters

Total Number of Respondents: 1133 completed profiles, 828 completed validation

Number of States/Others Represented: All 50 states/5 other

Overall profiles of respondents:

Organization Type

Business/Industry – 17.3 %

State Agency – 13.4 %

Federal Agency – 2.4 %

Association – 6.2 %

Secondary Education – 36.5 %

Postsecondary Education – 14.1 %

Other – 10.1 %

Average # of Years of Experience: 18.3 years

Finance Cluster Validation Statistics

Total Number of Respondents: 31

Number of States/Others Represented: 9

Overall profiles of respondents:

Organization Type

Business/Industry – 19.4 %

State Agency – 6.5 %

Federal Agency – 3.2 %

Association – 3.2 %

Secondary Education – 51.6 %

Postsecondary Education – 6.5 %

Other – 9.6 %

Average # of Years of Experience: 19.4 years

Cluster Responses

Ratings of "Don't Know" are not included in this report.

Question #1: Is the knowledge and skill statement common to all occupations across the cluster?

Question #2: Is the knowledge and skill statement important to workplace success and/or further education?

StatementCode	StatementDescription	# Rsps	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
Cluster: Finance												
FNC01.01	Apply reading skills to enhance financial career opportunities.	28	3.86	0	0	4	24	3.71	0	0	8	20
FNC01.02	Apply writing skills to enhance financial career opportunities.	28	3.64	0	2	6	20	3.50	0	1	12	15
FNC01.03	Apply mathematics skills to enhance financial career opportunities.	28	3.68	0	2	5	21	3.68	0	2	5	21
FNC01.04	Apply social science skills to enhance financial career opportunities.	27	2.93	2	5	13	7	2.85	1	6	16	4
FNC02.01	Comprehend and use reading strategies to learn meaning, technical concepts, and vocabulary and follow directions.	28	3.71	0	1	6	21	3.79	0	1	4	23
FNC02.02	Locate, organize, and reference written information from reliable sources to communicate with co-workers and customers.	28	3.50	0	4	6	18	3.46	0	3	9	16
FNC02.03	Use correct grammar, punctuation, and terminology to write and edit documents.	27	3.56	0	2	8	17	3.59	0	0	11	16
FNC02.04	Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.	26	2.81	2	5	15	4	2.85	0	6	18	2
FNC02.05	Interpret verbal and nonverbal behaviors to enhance communication with co-workers and clients/participants.	28	3.18	1	7	6	14	3.14	0	7	10	11
FNC02.06	Apply active listening skills to obtain and clarify information.	28	3.64	0	0	10	18	3.75	0	0	7	21
FNC02.07	Interpret and use tables, charts, and figures to support written and oral communication.	28	3.32	0	6	7	15	3.29	0	4	12	12
FNC03.01	Apply problem solving and critical thinking skills to resolve a problem.	28	3.54	0	4	5	19	3.61	0	2	7	19

StatementCode	StatementDescription	# Rsp	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
FNC04.01	Develop and access a database to manage general information.	27	2.85	3	5	12	7	2.93	0	7	15	5
FNC04.02	Apply technological tools to expedite workflow.	28	3.43	1	2	9	16	3.25	0	3	15	10
FNC05.01	Consider common parameters of the financial industry to identify key influences.	27	2.63	5	7	8	7	2.85	1	8	12	6
FNC06.01	Implement safety, health, and environmental controls to enhance productivity.	28	2.61	6	7	7	8	2.64	1	13	9	5
FNC07.01	Manage resources to achieve company goals.	28	3.29	1	4	9	14	3.36	0	4	10	14
FNC08.01	Practice ethical behavior to instill trust and confidence.	27	3.89	0	0	3	24	3.89	0	0	3	24
FNC08.02	Analyze practices of the finance industry to determine ethics and social responsibilities.	26	3.15	4	3	4	15	3.27	0	6	7	13
FNC09.01	Develop employability skills to obtain a career in finance.	27	3.37	0	6	5	16	3.48	0	0	14	13
FNC09.02	Pursue career development skills to advance in the financial world.	26	3.38	0	4	8	14	3.15	0	4	14	8
FNC09.03	Exhibit personal skills needed to succeed in the workplace.	27	3.70	0	2	4	21	3.70	0	0	8	19
FNC10.01	Use computer and electronic skills to perform job functions in the financial industry.	26	3.85	0	1	2	23	3.58	0	1	9	16
Totals:		629	3.37	25	79	162	363	3.36	3	78	235	313

Pathway Response

Ratings of "Don't Know" are not included in this report.

Question #1: Is the knowledge and skill statement common to all occupations within the pathway?

Question #2: Is the knowledge and skill statement important to workplace success and/or further education?

StatementCode	StatementDescription	# Rsps	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
Cluster: Finance		Pathway: Financial & Investment Planning										
FNPA01.01	Examine characteristics to distinguish between stocks, bonds, and commodities.	13	3.62	0	1	3	9	3.62	0	1	3	9
FNPA01.02	Examine characteristics to distinguish between insurance and annuity products.	14	3.50	0	2	3	9	3.50	0	2	3	9
FNPA01.03	Examine characteristics to distinguish between secured and unsecured credit.	14	3.71	0	0	4	10	3.64	0	0	5	9
FNPA01.04	Follow appropriate steps to develop an investment plan.	14	3.64	0	1	3	10	3.43	0	0	4	9
FNPA01.05	Develop a financial plan to address client needs.	14	3.71	0	0	4	10	3.79	0	0	3	11
FNPA01.06	Use tax preparation procedures to determine tax liability.	13	3.46	0	2	3	8	3.08	0	3	2	7
FNPA02.01	Review most current state and federal regulations to apply the tax code professionally.	12	3.17	0	3	4	5	3.33	0	2	4	6
FNPA02.02	Research the regulatory requirements of financial and investment planning and security sales to assure compliance with codes.	12	3.17	0	4	2	6	3.42	0	2	3	7
FNPA02.03	Plan appropriate education activities to achieve licensing and certification requirements.	12	3.42	0	2	3	7	3.42	0	2	3	7
FNPA03.01	Use appropriate methods to communicate with clients.	12	3.75	0	0	3	9	3.75	0	0	3	9
FNPA03.02	Exercise appropriate techniques to interview clients.	13	3.54	0	1	4	8	3.62	0	0	5	8
FNPA03.03	Use people skills to conduct client conferences.	13	3.85	0	0	2	11	3.69	0	0	4	9
FNPA03.04	Review client financial information to develop a client's account statement.	12	3.50	0	1	4	7	3.50	0	1	4	7
FNPA03.05	Employ people skills to respond to client complaints.	13	3.85	0	0	2	11	3.77	0	1	1	11

StatementCode	StatementDescription	# Rsps	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
FNPA04.01	Examine client's money management patterns to determine a client's financial situation.	13	3.31	0	1	7	5	3.54	0	0	6	7
FNPA04.02	Develop procedures to create a financial plan.	13	3.62	0	0	5	8	3.62	0	0	5	8
FNPA04.03	Describe procedures necessary to execute financial transactions.	13	3.62	0	0	5	8	3.54	0	1	4	8
FNPA05.01	Use financial information to manage client records.	13	3.62	0	0	5	8	3.62	0	0	5	8
FNPA05.02	Develop procedures to adhere to compliance plan.	13	3.46	0	1	5	7	3.54	0	2	2	9
FNPA05.03	Use data bases and other computer management tools to manage office records.	12	3.42	0	1	5	6	3.08	0	2	7	3
Cluster: Finance		Pathway: Business Financial Management										
FNPB01.01	Interpret financial data to develop short- and long-term budgetary plans.	14	3.50	0	1	5	8	3.57	0	0	6	8
FNPB02.01	Analyze and interpret financial data to produce accurate reports.	14	3.71	0	0	4	10	3.79	0	0	3	11
FNPB03.01	Examine accounting system elements to demonstrate good accounting practices.	14	3.43	0	1	6	7	3.36	0	2	5	7
FNPB03.02	Compile business transaction data to report financial information.	14	3.71	0	0	4	10	3.64	0	1	3	10
FNPB04.01	Analyze various tax structures to determine advantages to an organization.	13	2.85	1	3	6	3	3.08	0	2	8	3
FNPB04.02	Analyze tax consequences to aid in business decision-making.	13	3.31	1	1	4	7	3.23	0	2	6	5
FNPB04.03	Establish a tax plan to incorporate the impact of tax consequences on business decisions.	12	3.17	0	2	6	4	3.33	0	0	8	4
FNPB05.01	Use federal, state, and local regulations to determine financial records management.	13	3.46	0	1	5	7	3.31	0	2	5	6
FNPB05.02	Analyze current laws and regulations to maintain appropriate financial practices.	13	3.46	0	2	3	8	3.46	0	1	5	7

StatementCode	StatementDescription	# Rsp	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
FNPB06.01	Use organizational skills to perform financial operations.	13	3.69	0	1	2	10	3.31	0	1	7	5
Cluster: Finance		Pathway: Banking & Related Services										
FNPC01.01	Employ technical skills to perform teller functions.	18	2.89	1	5	7	5	3.22	0	2	10	6
FNPC01.02	Employ technical skills to perform data processing functions.	18	3.44	0	1	8	9	3.22	0	3	8	7
FNPC01.03	Use technical skills to perform new account functions.	17	3.06	1	3	7	6	3.29	0	2	8	7
FNPC01.04	Use technical and people skills to perform lending functions.	18	2.94	2	3	7	6	3.39	0	1	9	8
FNPC01.05	Use accounting knowledge to perform bookkeeping functions.	18	3.39	1	1	6	10	3.67	0	0	6	12
FNPC02.01	Use technical skills to perform operations duties.	18	3.33	2	0	6	10	3.50	0	0	9	9
FNPC02.02	Manage and invest bank funds to reflect bank's investment goals.	18	2.28	5	7	2	4	2.94	2	3	7	6
FNPC02.03	Manage personnel to maximize operations.	18	2.61	4	3	7	4	3.17	0	3	9	6
FNPC03.01	Operate bank to meet regulatory guidelines.	18	2.72	2	6	5	5	3.50	0	1	7	10
FNPC03.02	Examine bank to determine regulatory compliance.	18	2.33	3	10	1	4	3.06	0	4	5	8
FNPC03.03	Compare legal interpretations to clarify regulations.	18	2.39	5	5	4	4	3.28	0	3	7	8
Cluster: Finance		Pathway: Insurance Services										
FNPD01.01	Examine the characteristics to explain insurance risk.	12	3.25	0	2	5	5	3.00	0	0	8	3
FNPD01.02	Use insurance terminology to explain insurance risks and benefits.	12	3.58	0	1	3	8	3.50	0	2	2	8
FNPD01.03	Examine characteristics to distinguish between policy types and coverage.	12	3.50	0	1	4	7	3.50	0	0	6	6
FNPD01.04	Create and/or complete documents in to process information.	12	3.33	0	1	6	5	3.50	0	1	4	7
FNPD02.01	Demonstrate effective techniques to gather client information.	12	3.33	0	2	4	6	3.42	0	0	7	5

StatementCode	StatementDescription	# Rsp	Q1 Avg	Q1=1	Q1=2	Q1=3	Q1=4	Q2 Avg	Q2=1	Q2=2	Q2=3	Q2=4
FNPD02.02	Utilize available techniques to effectively serve customers.	11	3.64	0	1	2	8	3.55	0	0	5	6
FNPD03.01	Examine characteristics to explain underwriting functions.	12	2.92	0	4	5	3	3.00	0	1	6	4
FNPD04.01	Research the regulatory insurance requirements to assure compliance.	12	3.00	1	3	3	5	3.33	0	2	4	6
Totals:		683	3.33	29	91	213	350	3.42	2	58	259	359

Section VIII – Assessment Protocol Certification Protocol

Deliverable #7

Title: Protocol for Career Clusters Assessment

8/5/2002 4:00 PM

Definition of Career Clusters Assessment

Assessment, within the context of the Career Clusters Initiative, is defined as *a **measurement** of what a learner should know and be able to do*. The academic and technical knowledge and skills common to all occupations and pathways within a single cluster are initially addressed in the Career Clusters Initiative. Each cluster measures or assesses a learner's knowledge and skills related to the cluster.

Purpose of the Protocol for Career Clusters Assessments

The purpose of this document is to provide:

- Minimum criteria for selecting existing assessment instruments that align to the academic and technical knowledge and skills identified for each cluster.
- Minimum criteria for developing new assessment instruments that align to the academic and technical knowledge and skills identified for each cluster.
- Minimum criteria for validating and determining reliability of assessment instruments.

Functions of Career Clusters Assessment

Career Cluster Assessment serves to

- *measure* (assess) *student achievement*, both cognitive and performance, in areas of academic and technical knowledge and skills for each cluster
- *provide the basis* for a transportable, industry-endorsed certification.

Operational Guidelines for Career Clusters Assessment

This protocol includes minimum criteria/expectations career cluster designers need to apply in the selection/development of assessment modalities. Career clusters assessment:

CONTENT

- measures all 10 Foundation knowledge and skills.
- customizes context of questions and applications to individual clusters.
- reflects a high degree of specificity of measurable knowledge and skills.
- aligns to academic standards.
- connects to post high school standards and competencies.
- is consistent with Perkins data-quality criteria.

FORM

- combines a minimum of two modalities: cognitive and performance.
- includes an item bank that can accommodate multiple applications.
- reflects quality design and clear formats.

APPLICATIONS AND USES

- offers diagnostic feedback to the learner.
- provides added value to the user (employer, post high school); not required for employment.
- affords portability of results.
- provides cues for instruction.

ADMINISTRATION

- validates identity of test takers through a secure system.
- affords flexible administration, e.g. single assessment per foundation cluster topic or combination of topics.
- provides flexible timing for administration.
- affords no cost or low cost to students.
- includes an affordable, user-friendly process to cover administrative costs.
- reflects an administration process that is as consistent as possible with other career cluster assessments.
- includes an affordable, user-friendly maintenance process.

VALIDITY AND RELIABILITY

- uses consistent, reliable, and technically strong elements.
- is recognized by business and industry.
- is recognized by post high school education and training.

Deliverable #8

Title: Protocol for Career Clusters Certification

8/23/2002 2:28 PM

Definition of Career Clusters Certification

Certification, within the context of the States' Career Clusters Initiative, *documents* learner achievement of the academic and technical knowledge and skills common to all pathways and occupations within a cluster. It is based on valid and reliable assessments. A certificate is recognized by employers, secondary education, and post high school education as "value added to the admissions process to further education, immediate employment process, and/or to employment advancement".

Purposes of the Protocol for Careers Cluster Certification

The purposes of this document are to provide:

- Minimum criteria for selecting existing certification programs that align to the academic and technical knowledge and skills identified for each cluster.
- Minimum criteria for developing new certification programs that align to the academic and technical knowledge and skills identified for each cluster.
- Minimum criteria for determining the value of a certification program.

Functions of Career Clusters Certification

Career Cluster Certification serves to provide a consistent, transportable method of documenting learner achievement of a Career Cluster's validated academic and technical knowledge and skills. The system is based on valid and reliable assessments.

Operational Guidelines for Career Clusters Certification

This protocol includes minimum criteria/expectations career cluster designers need to apply in the selection/development of certification processes. Career clusters certification:

- Defines the purpose and scope of the certificate.
- Bases issue of the certificate on assessed learner proficiencies and competencies related to a Career Cluster's validated academic and technical knowledge and skills.
- Requires learner to meet the assessment benchmark identified.
- Informs the public concerning the knowledge and skills of the certificate holder.
- Indicates date of issue on the certificate.
- Issues certificate from the State (State Director of Career-Technical Education or appropriate designee) if the issuing organization is a secondary or post secondary education institution.
- Issues certificate from the CEO (or an appropriate designee) of an issuing professional organization/agency/institution/company.
- Requires issuing organization to maintain a database (state and/or national) of certificate holders based on the respective term of renewal.



National Association of State Directors
of Career Technical Education Consortium

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